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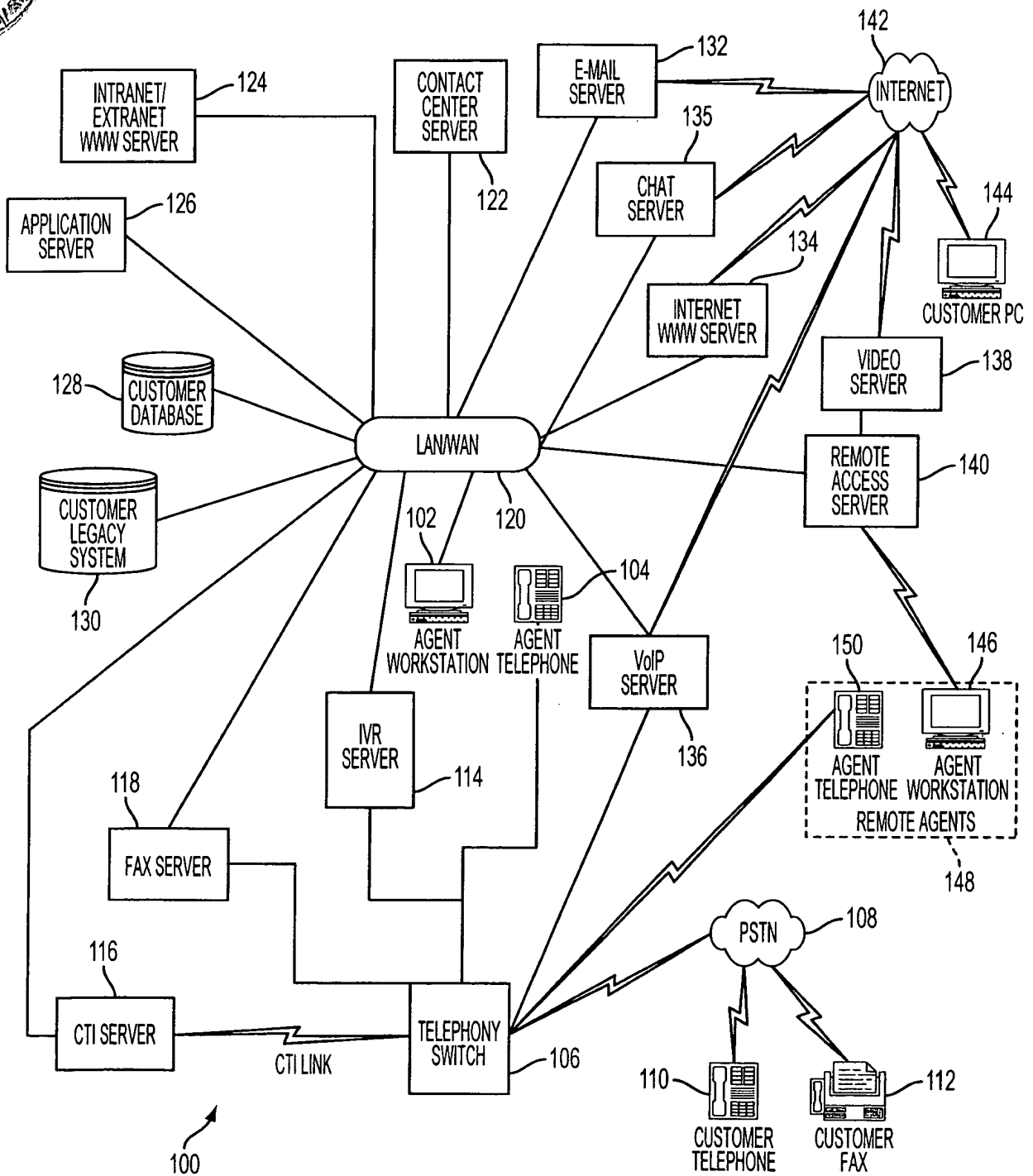


FIG. 1

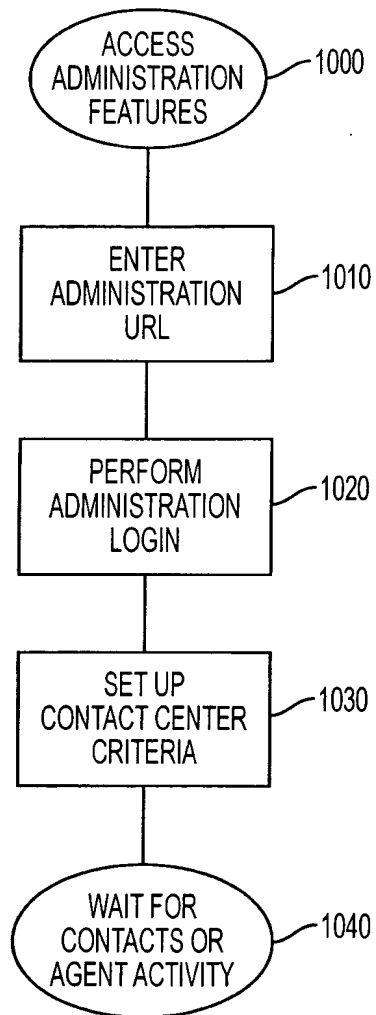


FIG. 2

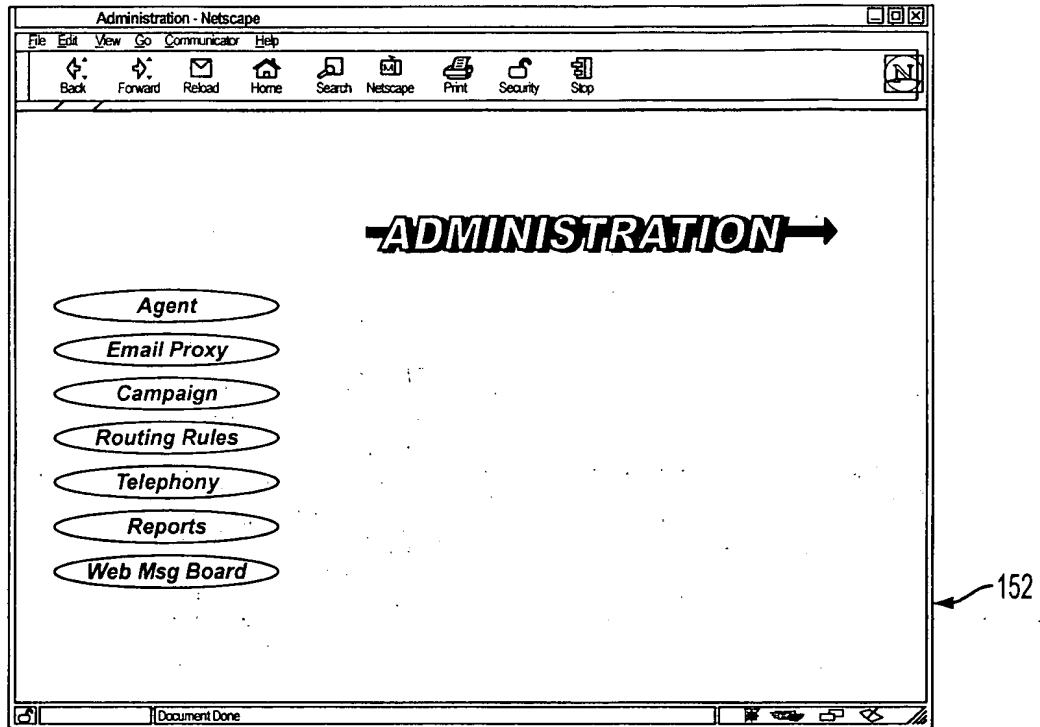


FIG. 3

Please Enter: _____

Username:

Password:

Login Reset

154

FIG. 4

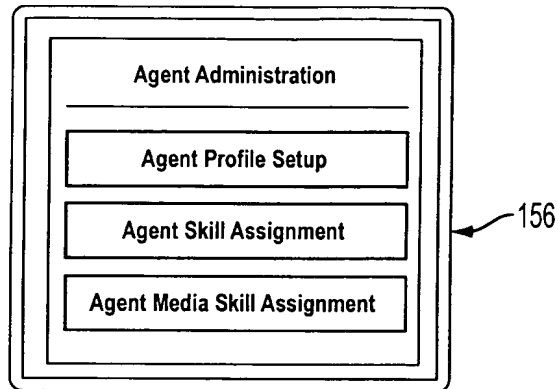


FIG. 5

The screenshot shows a window titled "Agent Profile Setup". On the left, under "Existing Agents:", is a list of agent IDs from agent1 to agent25. To the right of this list are three buttons: "Add", "Modify", and "Remove". On the right side of the window is the "Agent Profile" section, which contains the following fields and controls:

- Username:
- Full Name:
- Password:
- Verify Password:
- Max Wrap-Up time (in seconds):
- ☒ Grant Sys Admin Privileges
-

An arrow labeled 158 points to the right side of the "Agent Profile" section. At the bottom right of the window is an "OK" button.

FIG. 6

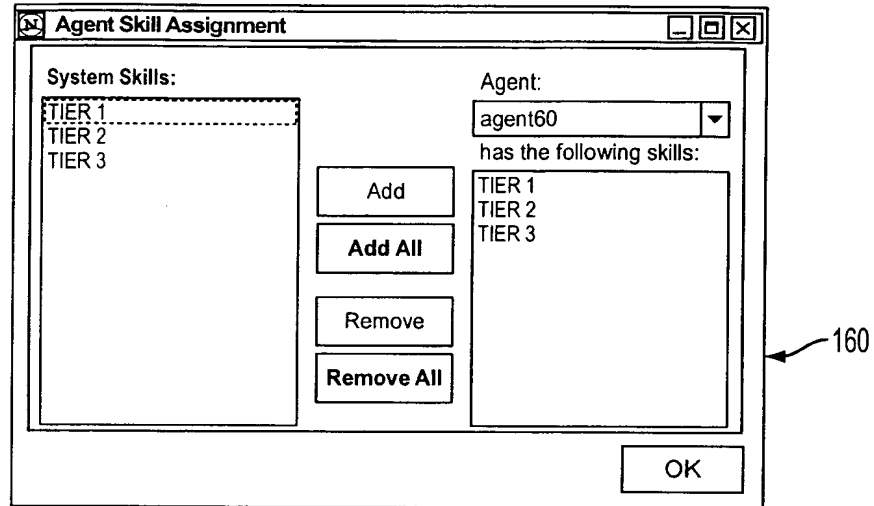


FIG. 7

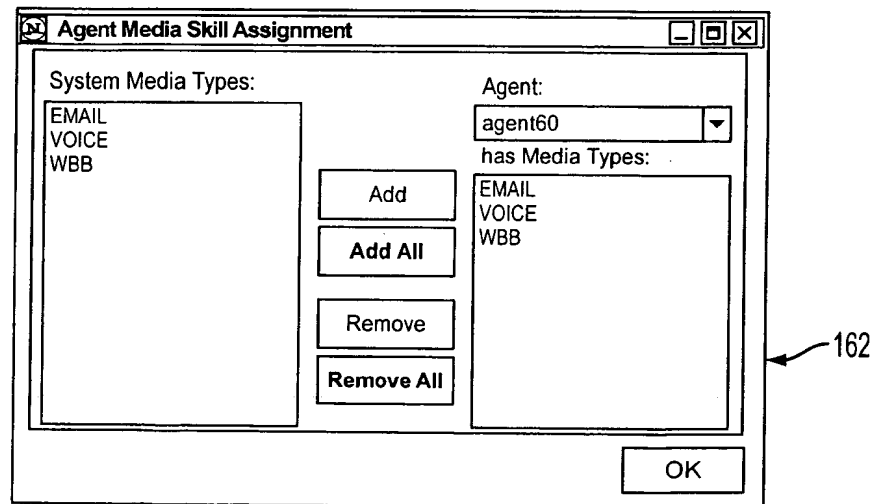


FIG. 8

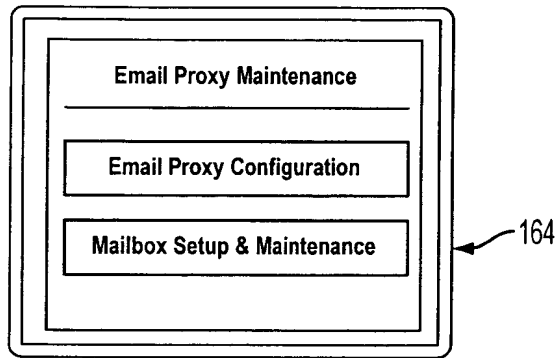


FIG. 9

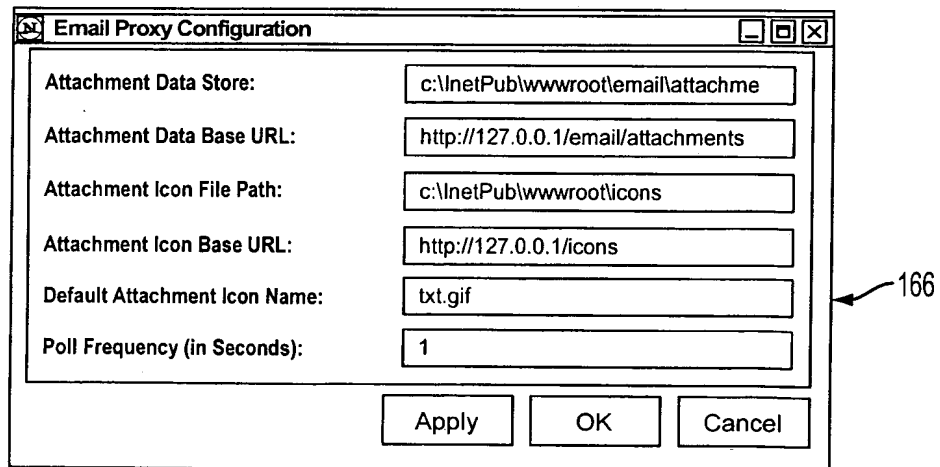
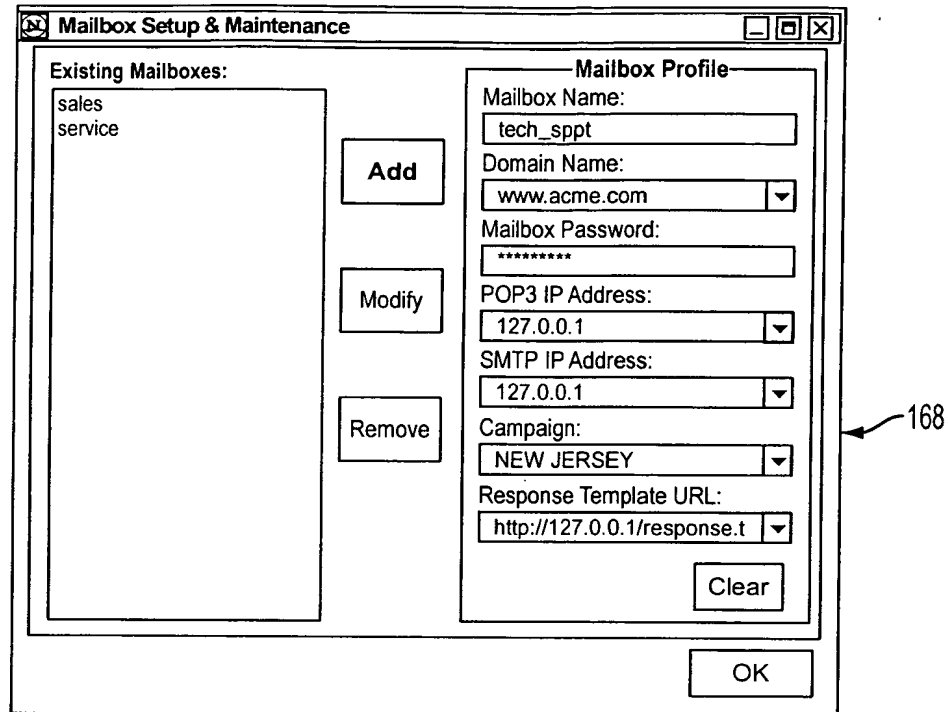


FIG. 10



The dialog box is titled "Mailbox Setup & Maintenance". It features a window control bar at the top with minimize, maximize, and close buttons. The main area is divided into two sections. On the left, under the heading "Existing Mailboxes:", there is a list box containing the text "sales" and "service". To the right of this list are three buttons: "Add", "Modify", and "Remove". On the right side of the dialog, under the heading "Mailbox Profile:", there are several input fields and dropdown menus. These include: "Mailbox Name:" with a text box containing "tech_sppt"; "Domain Name:" with a dropdown menu showing "www.acme.com"; "Mailbox Password:" with a text box containing "*****"; "POP3 IP Address:" with a dropdown menu showing "127.0.0.1"; "SMTP IP Address:" with a dropdown menu showing "127.0.0.1"; "Campaign:" with a dropdown menu showing "NEW JERSEY"; and "Response Template URL:" with a dropdown menu showing "http://127.0.0.1/response.t". Below these fields is a "Clear" button. At the bottom right of the dialog is an "OK" button. A reference numeral "168" with an arrow points to the right side of the dialog box.

Mailbox Setup & Maintenance

Existing Mailboxes:

- sales
- service

Add

Modify

Remove

Mailbox Profile:

Mailbox Name: tech_sppt

Domain Name: www.acme.com

Mailbox Password: *****

POP3 IP Address: 127.0.0.1

SMTP IP Address: 127.0.0.1

Campaign: NEW JERSEY

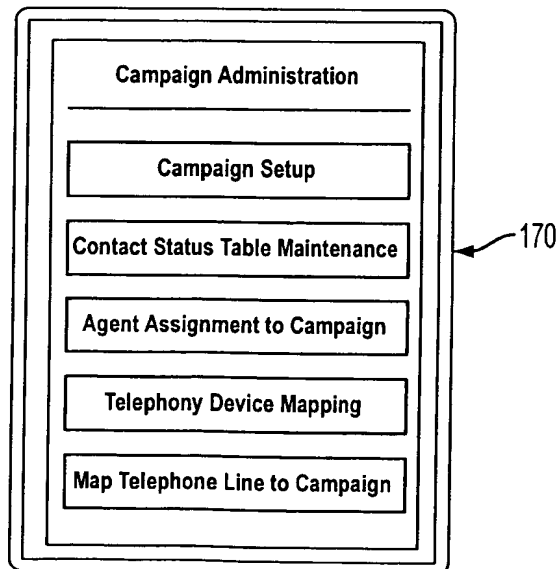
Response Template URL: http://127.0.0.1/response.t

Clear

OK

168

FIG. 11



The menu is titled "Campaign Administration". It contains a list of five options, each in a rectangular button: "Campaign Setup", "Contact Status Table Maintenance", "Agent Assignment to Campaign", "Telephony Device Mapping", and "Map Telephone Line to Campaign". A reference numeral "170" with an arrow points to the right side of the menu.

Campaign Administration

Campaign Setup

Contact Status Table Maintenance

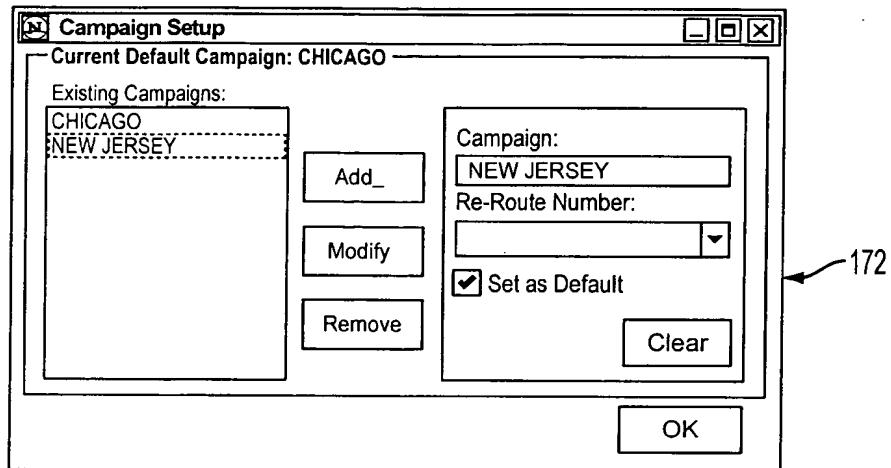
Agent Assignment to Campaign

Telephony Device Mapping

Map Telephone Line to Campaign

170

FIG. 12



Campaign Setup

Current Default Campaign: CHICAGO

Existing Campaigns:

CHICAGO
NEW JERSEY

Add_

Modify

Remove

Campaign: NEW JERSEY

Re-Route Number:

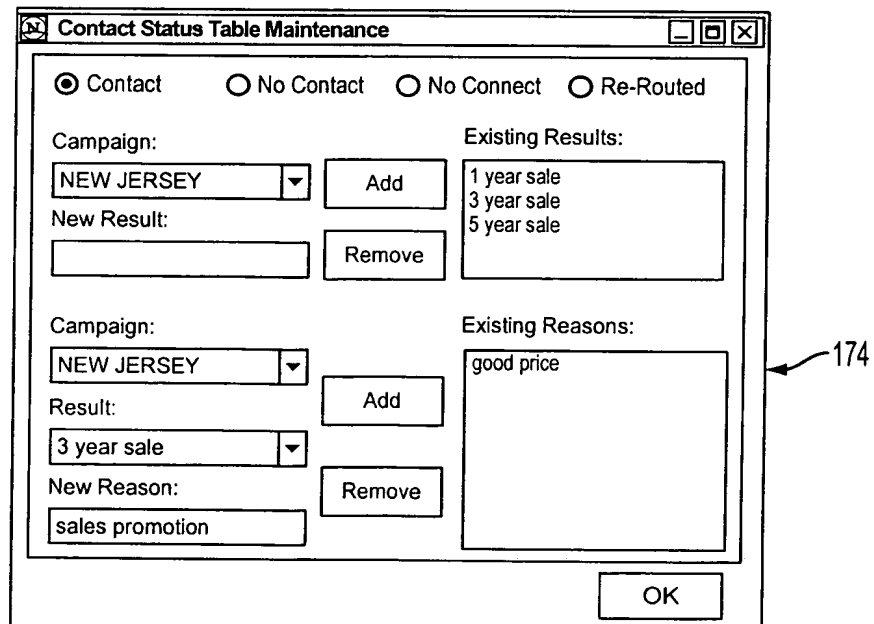
☒ Set as Default

Clear

OK

172

FIG. 13



Contact Status Table Maintenance

☒ Contact ☐ No Contact ☐ No Connect ☐ Re-Routed

Campaign: NEW JERSEY

New Result:

Add

Remove

Existing Results:

1 year sale
3 year sale
5 year sale

Campaign: NEW JERSEY

Result: 3 year sale

New Reason: sales promotion

Add

Remove

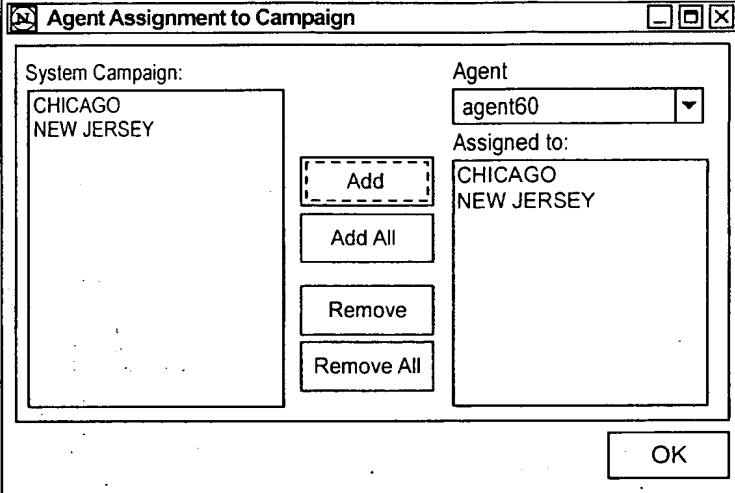
Existing Reasons:

good price

OK

174

FIG. 14



Agent Assignment to Campaign

System Campaign:

CHICAGO
NEW JERSEY

Agent

agent60

Assigned to:

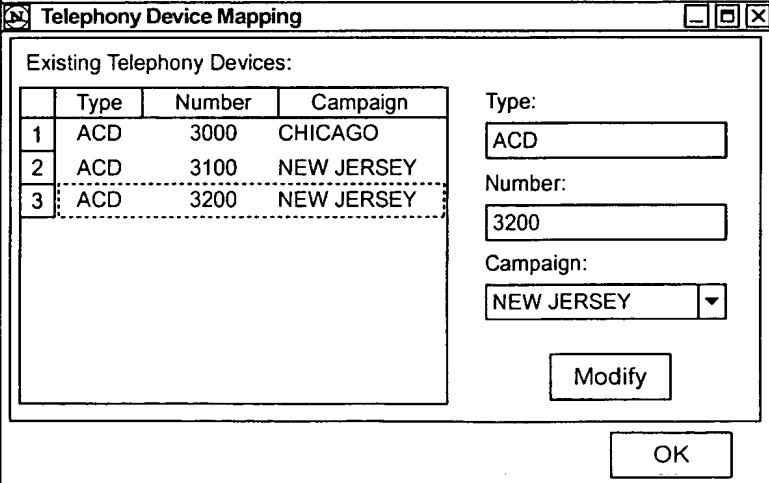
CHICAGO
NEW JERSEY

Add
Add All
Remove
Remove All

OK

176

FIG. 15



Telephony Device Mapping

Existing Telephony Devices:

	Type	Number	Campaign
1	ACD	3000	CHICAGO
2	ACD	3100	NEW JERSEY
3	ACD	3200	NEW JERSEY

Type:

ACD

Number:

3200

Campaign:

NEW JERSEY

Modify

OK

178

FIG. 16

Map Telephone Line to Campaign

Existing DNIS:

	DNIS	Campaign
1	8005551212	CHICAGO

Add
Modify
Remove

DNIS Mapping

DNIS:
8005552323

Campaign:
NEW JERSEY

Clear

OK

180

FIG. 17

Telephony Maintenance

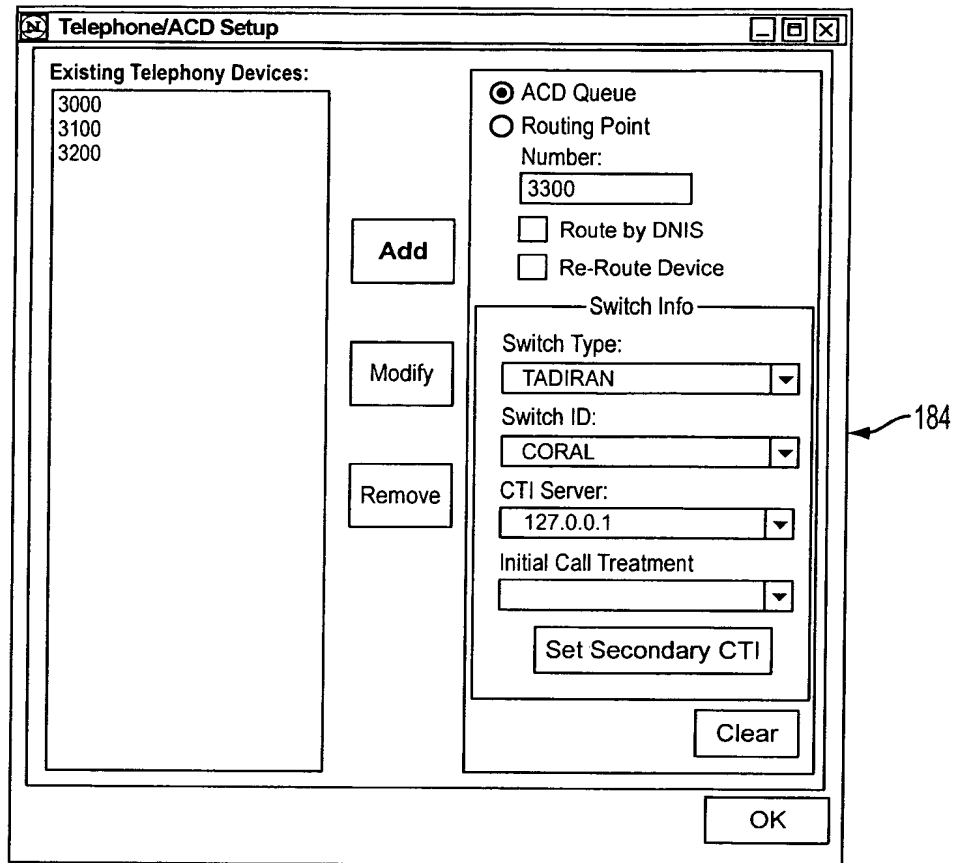
Telephone/ACD Setup

Define Telephone Extension

Map IVR Port to ACD Extension

182

FIG. 18



The **Telephone/ACD Setup** dialog box is used for configuring telephony devices. It features a list of existing devices on the left and configuration options on the right. The right side includes radio buttons for **ACD Queue** (selected) and **Routing Point**, a **Number** field (3300), checkboxes for **Route by DNIS** and **Re-Route Device**, a **Switch Info** section with dropdowns for **Switch Type** (TADIRAN), **Switch ID** (CORAL), and **CTI Server** (127.0.0.1), an **Initial Call Treatment** dropdown, a **Set Secondary CTI** button, and a **Clear** button. The **OK** button is at the bottom right. A reference numeral 184 points to the right side of the dialog box.

Telephone/ACD Setup

Existing Telephony Devices:

- 3000
- 3100
- 3200

Add

Modify

Remove

☒ **ACD Queue**

☐ **Routing Point**

Number: 3300

☐ **Route by DNIS**

☐ **Re-Route Device**

Switch Info

Switch Type: TADIRAN

Switch ID: CORAL

CTI Server: 127.0.0.1

Initial Call Treatment

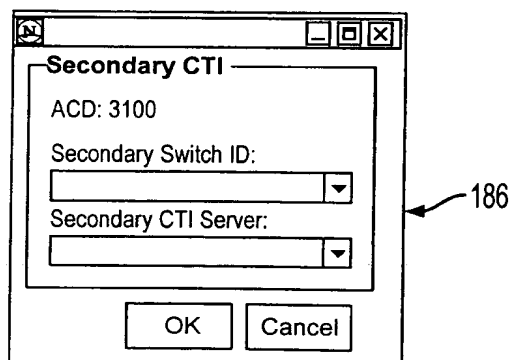
Set Secondary CTI

Clear

OK

184

FIG. 19



The **Secondary CTI** dialog box is used to configure secondary CTI settings. It displays the **ACD** number (3100) and includes dropdown menus for **Secondary Switch ID** and **Secondary CTI Server**. The **OK** and **Cancel** buttons are at the bottom. A reference numeral 186 points to the right side of the dialog box.

Secondary CTI

ACD: 3100

Secondary Switch ID:

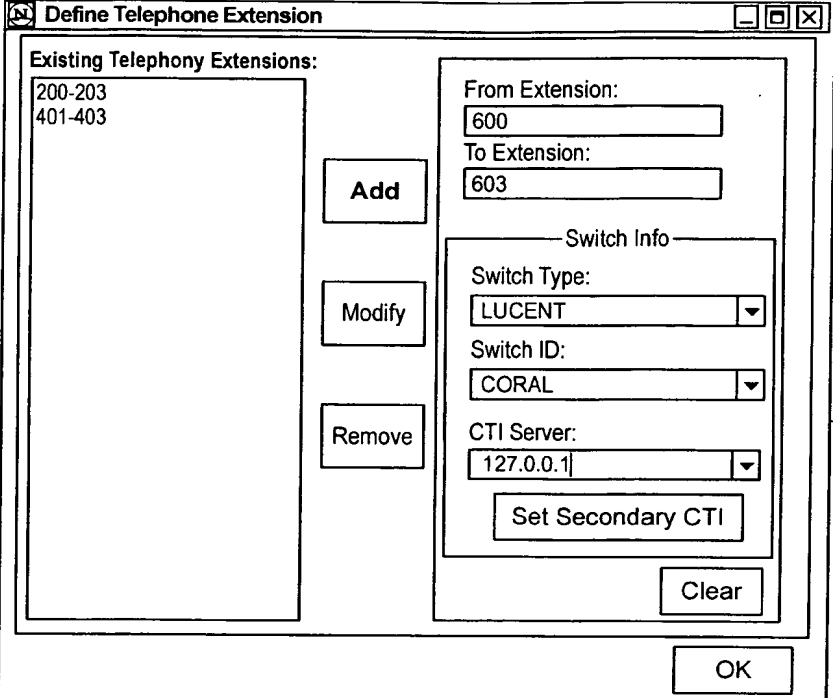
Secondary CTI Server:

OK **Cancel**

186

FIG. 20

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Define Telephone Extension

Existing Telephony Extensions:

200-203
401-403

Add

Modify

Remove

From Extension:
600

To Extension:
603

Switch Info

Switch Type:
LUCENT

Switch ID:
CORAL

CTI Server:
127.0.0.1

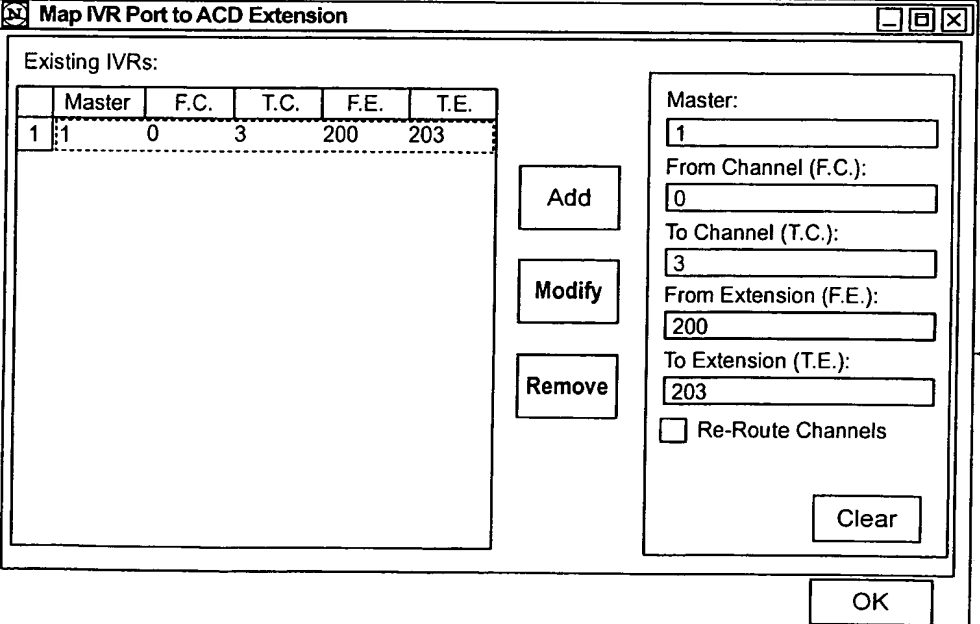
Set Secondary CTI

Clear

OK

188

FIG. 21



Map IVR Port to ACD Extension

Existing IVRs:

	Master	F.C.	T.C.	F.E.	T.E.
1	1	0	3	200	203

Add

Modify

Remove

Master:
1

From Channel (F.C.):
0

To Channel (T.C.):
3

From Extension (F.E.):
200

To Extension (T.E.):
203

☐ Re-Route Channels

Clear

OK

190

FIG. 22

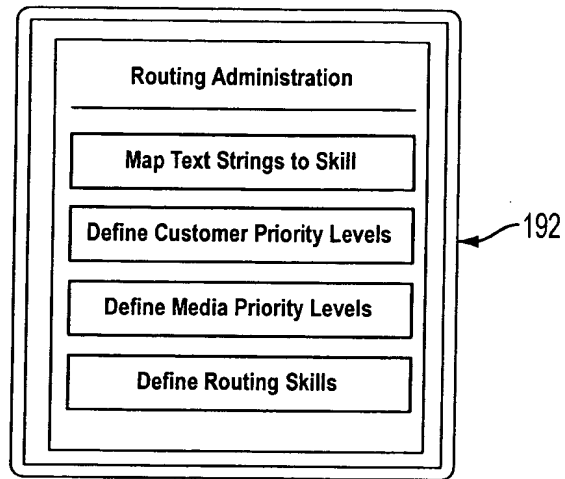


FIG. 23

A screenshot of a software dialog box titled 'Map Text Strings to Skill'. The dialog box has a standard Windows-style title bar with minimize, maximize, and close buttons. It is divided into two main sections. The left section, titled 'Existing Text Strings:', contains a table with four rows of data. The right section, titled 'Text String Mapping', contains input fields for 'Text String:' and 'Match Skill:', along with 'Add', 'Remove', and 'Clear' buttons. An arrow labeled '194' points to the right side of the dialog box.

	Text String	Matched Skill:
1	sale	SALES REP
2	sale	SALES MGR
3	problem	SUPPORT MGR
4	corpora	MKT MGR

FIG. 24

Define Customer Priority Levels

Existing Customer Types:

	Customer Type	P	I	
1	5	1	0	1
2	4	50	0	1
3	3	15	40	3
4	1	5	20	5
5	0	0	10	1
6	6	92	4	4
7	7	96	1	23
8	89	34	45	4
9	68	56	65	3
10	2	10	30	4

Add

Modify

Remove

Customer Type:
5

Priority (P):
1

Increment (1):
0

Frequency (F)(in seconds):
1

Clear

OK

196

FIG. 25

Define Media Priority Levels

Existing Media Types:

	Media Type	P	I	F	Time Out
1	EMAIL	2	5	5	30
2	WBB	3	5	5	30
3	VOICE	1	50	5	30

Modify

Remove

Media Type:
WEB

Priority (P):
2

Increment (1):
5

Frequency (F)(in seconds):
5

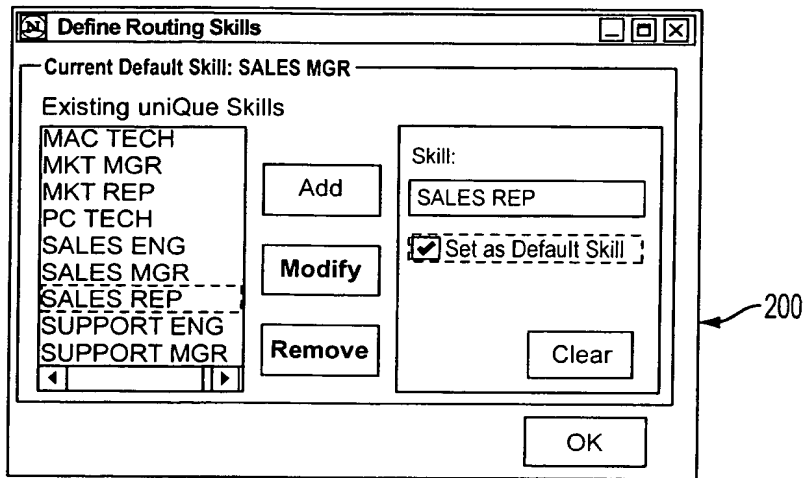
Time Out (in seconds):
30

Clear

OK

198

FIG. 26



Define Routing Skills

Current Default Skill: SALES MGR

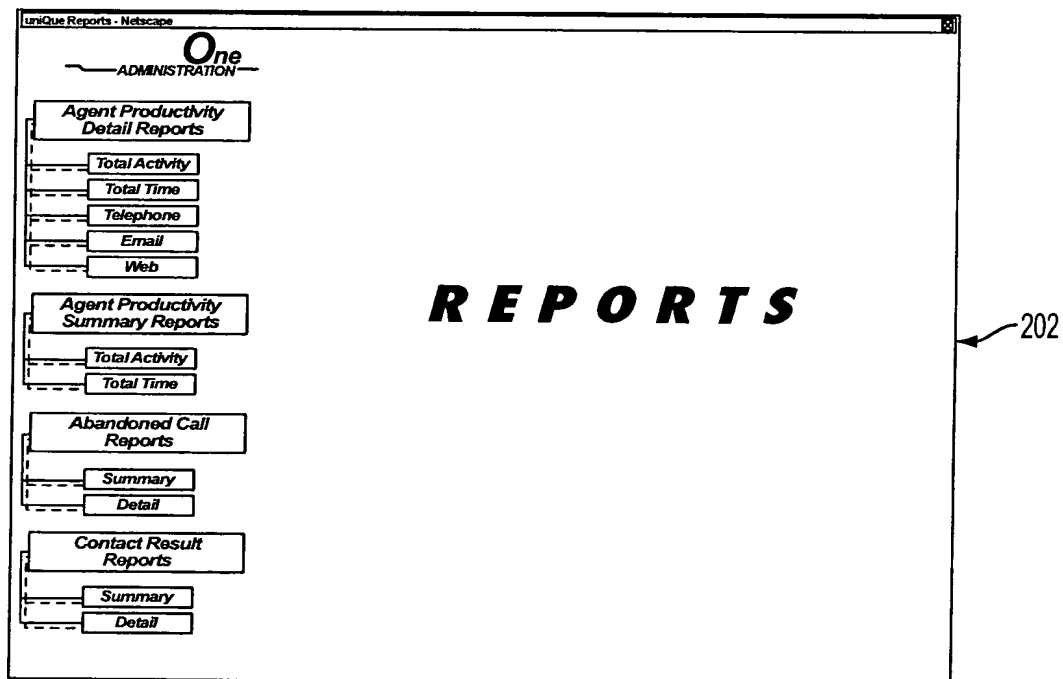
Existing uniQue Skills

MAC TECH	Add Modify Remove	Skill: SALES REP
MKT MGR		<input checked="" type="checkbox"/> Set as Default Skill
MKT REP		Clear
PC TECH		
SALES ENG		
SALES MGR		
SALES REP		
SUPPORT ENG		
SUPPORT MGR		

OK

200

FIG. 27



uniQue Reports - Netscape

One
ADMINISTRATION

Agent Productivity Detail Reports

- Total Activity
- Total Time
- Telephone
- Email
- Web

Agent Productivity Summary Reports

- Total Activity
- Total Time

Abandoned Call Reports

- Summary
- Detail

Contact Result Reports

- Summary
- Detail

REPORTS

202

FIG. 28

Period: 4/14/99

Report Date: 4/17/99

Organization: Services

Report Time: 14:05:03

Agent: David

Campaign: All

Total Activity Recap

<u>Log In</u>	<u>Log Out</u>	<u>Duration</u>	<u>Telephone Contacts</u>			<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>	<u>Avg. Min. Per/Contact</u>
			<u>In-bound</u>	<u>Out-bound</u>	<u>Total</u>					
8:00	10:00	120	13	4	17	4	3		24	5.00
10:15	12:00	105	7	3	10	11	4		25	4.20
12:45	14:30	105	12	3	15	5	3		23	4.57
14:45	16:00	75	7	6	13	3	2		18	4.17
	Total	405	39	16	55	23	12		90	4.50

FIG. 29

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Contact Handling Time

<u>Log In</u>	<u>Log Out</u>	<u>Unavailable</u>	<u>No Activity</u>	<u>Inbound</u>	<u>Outbound</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>
		<u>Time</u>	<u>Time</u>	<u>Telephone</u>	<u>Telephone</u>				<u>Time</u>
8:00	10:00	2	7	72	24	8	8		120
10:15	12:00	2	5	45	21	24	8		105
12:45	14:30	11	4	57	15	11	7		105
14:45	16:00	3	3	29	28	7	5		75
	Total	18	19	203	88	50	27		405

FIG. 30

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Period:	4/14/99		Report Date: 4/17/99				
Organization:	Services		Report Time: 14:05:03				
Campaign:	All						
Total Activity Recap							
	Telephone Contacts		Email	Web	Other	Total	Avg. Min.
	<u>Inbound</u>	<u>Outbound</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Per/Contact</u>
<u>Agent</u>							
David Robinson	43	4	47	4		98	4.23
Joe Mc Colum	34	3	37	11		85	5.65
Harry Doyle	65	3	68	5		141	7.89
Jane Alexander	98	6	104	3		211	113.65
Kermit Spenser	132	3	135	11		281	23.50
Mike Alabastor	45	5	0	5		55	4.50
Milan Jones	32	6	0	6		44	4.12
Scott Nyquist	65	8	45	3		121	7.30
Total	514	38	436	48	0	1036	2.84

FIG. 31

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	Unavailable	No Activity	Inbound	Outbound				Total
	<u>Time</u>	<u>Time</u>	<u>Telephone</u>	<u>Telephone</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Time</u>
David Robinson	12	14	300	43	23	12		404
Joe Mc Colum	34	12	234	23	45	15		363
Harry Doyle	12	0	432	54	43	16		557
Jane Alexander	6	0	123	23	54	18		224
Kermit Spenser	15	0	123	23	67	19		247
Mike Alabastor	7	12	189	56	65	20		349
Milan Jones	12	45	321	71	23	21		493
Scott Nyquist	23	23	200	23	12	22		303
Total	121	106	1922	316	332	143	0	2940

FIG. 32

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Period: 4/14/99		Report Date: 04/17/99			
		Report Time: 14:05:03			
		Average			
		No Of Abandoned			
		Wait Time			
ACD Group	ACD Name	Total Calls	Abandoned Calls	Percent	(in min)
1	Inbound Sales	120	23	19%	0.34
2	Service	60	4	7%	0.56
3	Customer Support	75	7	9%	1.5
4	Outbound Sales	68	0	0%	0
	Total	323	34	11%	

FIG. 33

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Shift 1		Total Calls	No Of Abandoned Calls	Percent	Average Abandoned Wait Time (in sec)	Average Pre Call Processing Time
8:00	8:15	5	0	0%	0	0
8:15	8:30	5	0	0%	0	0
8:30	8:45	9	3	33%	115	136
8:45	9:00	8	1	13%	15	15
9:00	9:15	6	1	17%		
9:15	9:30	7	1	14%		
9:30	9:45	2	0	0%		
9:45	10:00	12	4	33%		
10:00	10:15	15	3	20%		
10:15	10:30	7	1	14%		
10:30	10:45					
10:45	11:00					
11:00	11:15					
11:30						

FIG. 34

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Organization : Services						Report Date: 04/17/99		
Reporting Period: 4/14/99						Report Time: 14:05:03		
Campaign: Widgets 1								
						Average	Average	Average
						Total	Wait	Session
						(in Min)	(in Min)	Wrap-up
Shift 1		Calls	E-Mails	Web Contacts	Contacts	(in Min)	(in Min)	(in Min)
8:00	8:15	5	15		20	0.00	3.50	0.50
8:15	8:30	5		1	6	0.00	4.20	0.03
8:30	8:45	9			9	3.00	6.30	0.40
8:45	9:00	8	5		13	7.50	15.00	0.40
9:00	9:15	6			6	1.00	15.00	0.40
9:15	9:30	7		1	8	1.00	15.00	0.40
9:30	9:45	2			2	0.00	15.00	0.40
9:45	10:00	12			12	4.00	15.00	0.40
10:00	10:15	15			15	3.00	15.00	0.40
10:15	10:30	7			7	1.00	15.00	0.40
10:30	10:45	12	1		13			
10:45	11:00	2						

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FIG. 35

Organization : Services	Report Date: 04/17/99					
Reporting Period: 4/14/99	Report Time: 14:05:03					
Campaign: Widgets 1						
OUTCOME: Successful Contact						
Successful Contacts Result Summary						
Inbound	Outbound					
Telephone	Telephone	Email	Web	Other	Total	
Result	Calls	Calls	Contacts	Contacts	Contacts	Contacts
New Customer Sale	16	8	17	17		58
Existing Customer Sale	56	23	5	23		107
No Sale	34	34	7	5		80
Successful Service - Products	21	32	23	7		83
Unsuccessful Service - Products	80	12	4	9		105
Other	12	23	5	12		52
Total	219	132	61	73	0	485

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FIG. 36

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Successful Contact Result Detail							
Result - New Customer Sale							
		Inbound	Outbound				
		Telephone	Telephone	Email	Web	Other	Total
<u>Reason</u>		<u>Calls</u>	<u>Calls</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>
Good Price		3	1	2	2		8
Loyal Customer		1	2	2	3		8
Likes Product		6	0	1	1		8
In a Good Mood		1	1	3	8		13
Has the Money		2	3	4	2		11
Other		3	1	5	1		10
Total		16	8	17	17	0	58

FIG. 37

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							Report Date: 04/17/99	
Organization : Services							Report Time: 14:05:03	
Reporting Period: 4/14/99								
Campaign:								Total
	Outbound	Rerouted	Outbound No Connects					No Contacts
	No Contact	Inbound	Busy	No	SIT Tone	Answering	Total	Reroutes &
<u>Agent</u>	<u>Telephone Calls</u>	<u>Contacts</u>	<u>Signals</u>	<u>Answer</u>	<u>No Connect</u>	<u>Machines</u>	<u>No Connects</u>	<u>No Connects</u>
David Robinson	43	34	4	23	1	23	28	105
Joe Mc Colum	34	31	11	12	2	12	25	90
Harry Doyle	65	60	5	16	5	4	26	151
Jane Alexander	98	91	3	19	1	2	23	212
Kermit Spenser	132	124	11	23	2	13	36	292
Mike Alabastor	45	33	5	25	3	34	33	111
Milan Jones	32	26	6	28	1	12	35	93
Scott Nyquist	65	63	3	12	2	1	17	145
Total	514	462	48	158	17	3	223	1199

FIG. 38

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									Report Date: 04/17/99
Organization : Services								Report Time: 14:05:03	
Reporting Period: 4/14/99									
Campaign:									
	Outbound	Right		Wrong	No Connects				Total
	Telephone	Party		Party	Busy	No	SIT Tone	Answering	No
<u>Agent</u>	<u>Attempts</u>	<u>Contacts</u>	<u>Percent</u>	<u>Contacts</u>	<u>Signals</u>	<u>Answer</u>	<u>No Connect</u>	<u>Machine</u>	<u>Connects</u>
David Robinson	71	34	48%	9	4	23	1	3	28
Joe Mc Colum	59	31	53%	3	11	12	2	23	25
Harry Doyle	91	60	66%	5	5	16	5	21	26
Jane Alexander	121	91	75%	7	3	19	1	17	23
Kermit Spenser	168	124	74%	8	11	23	2	12	36
Mike Alabastor	78	33	42%	12	5	25	3	3	33
Milan Jones	67	26	39%	6	6	28	1	4	35
Scott Nyquist	82	63	77%	2	3	12	2	6	17
Total	737	462	63%	52	48	158	17	89	223

FIG. 39

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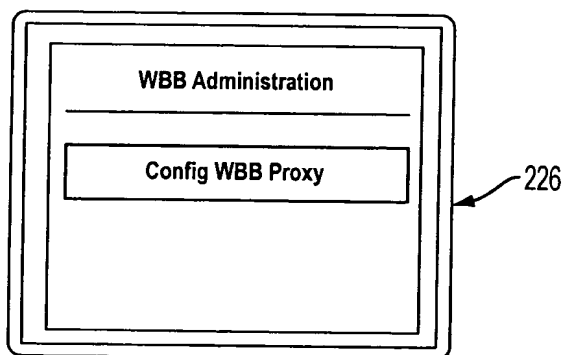


FIG. 40

Config WBB Proxy

Web Bulletin Board Proxy Configuration

ODBC DSN: msgbody

Web BB DB Polling Frequency (in hours): 24

Ignore Messages Older than: 400 Days

Messages are Routed to Agent if not Answered within: 24 Hours

Web BB ISAPI URL: http://127.0.0.1 wconnect/wc.dll

Apply OK Cancel

Unsigned Java Applet Window

FIG. 41

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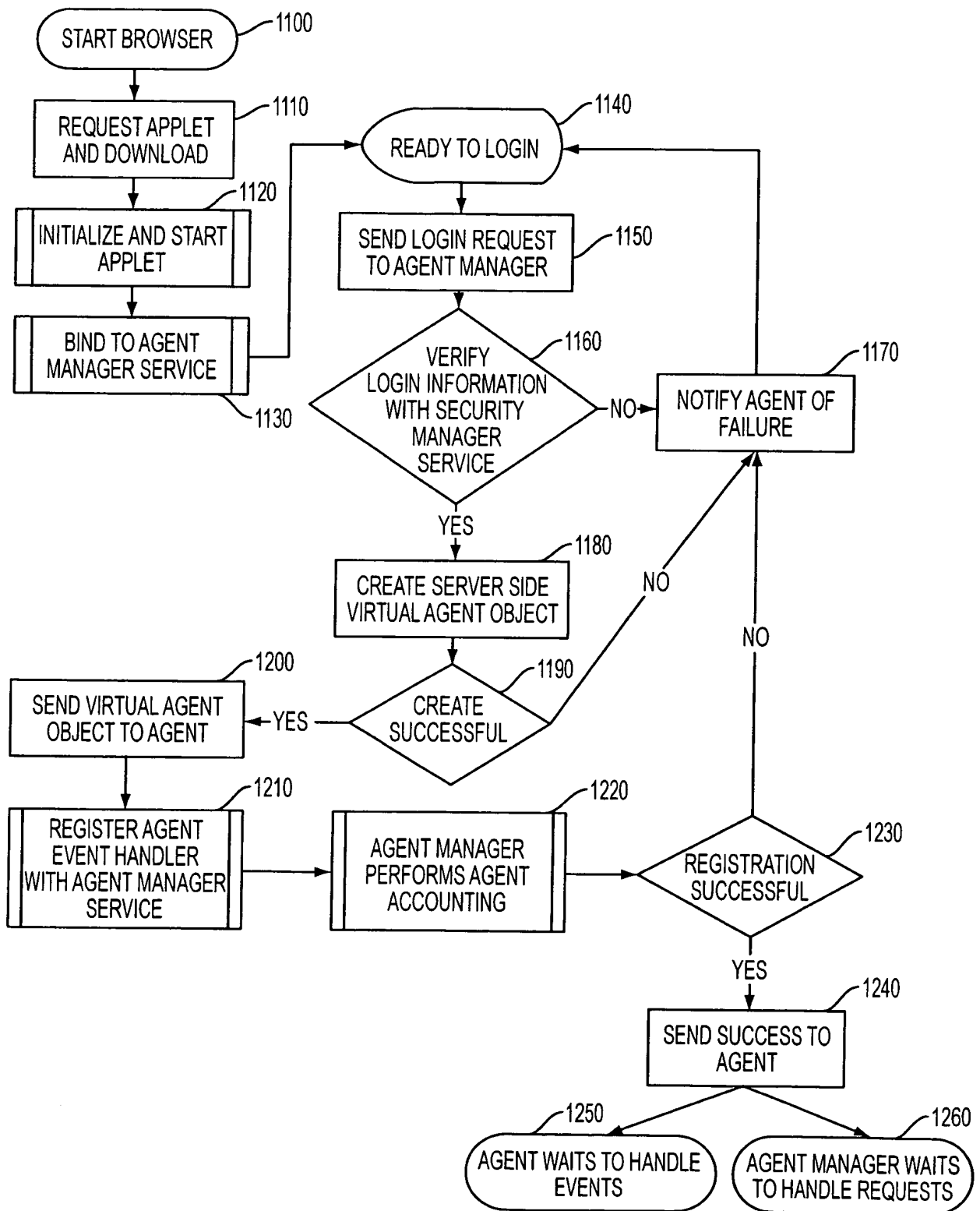


FIG. 42

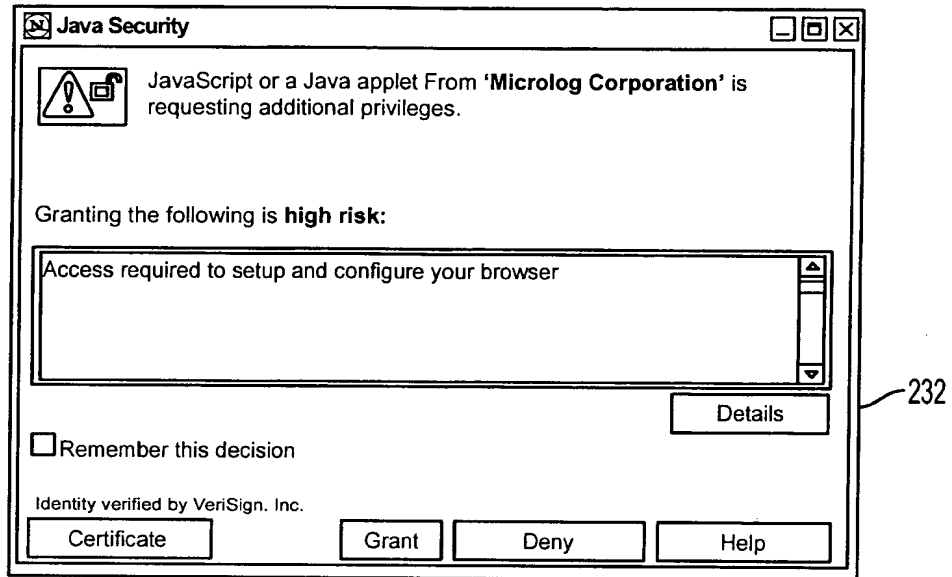


FIG. 43

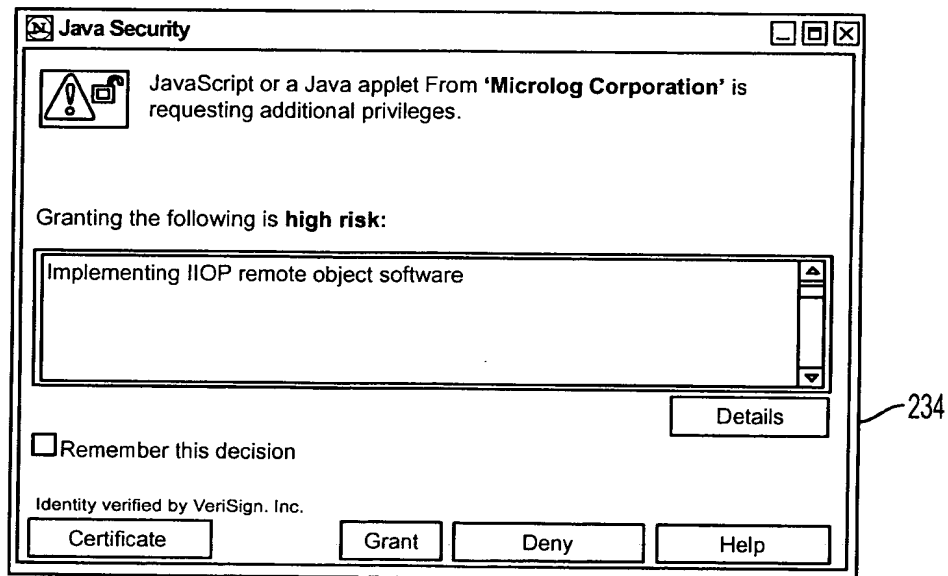


FIG. 44

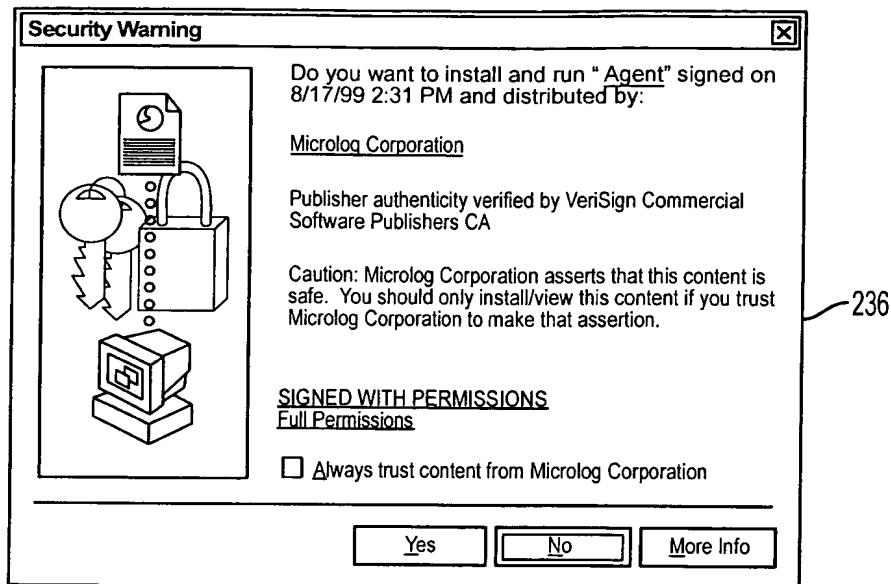


FIG. 45

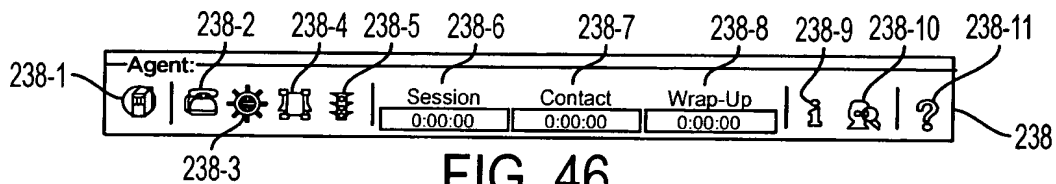


FIG. 46

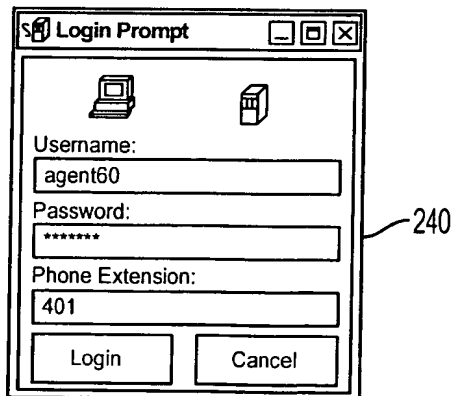


FIG. 47

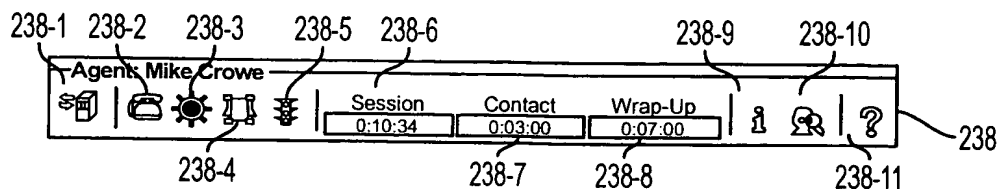


FIG. 48

Change Password

Enter Old Password:

Enter New Password:

Verify New Password:

Change Cancel

242

FIG. 49

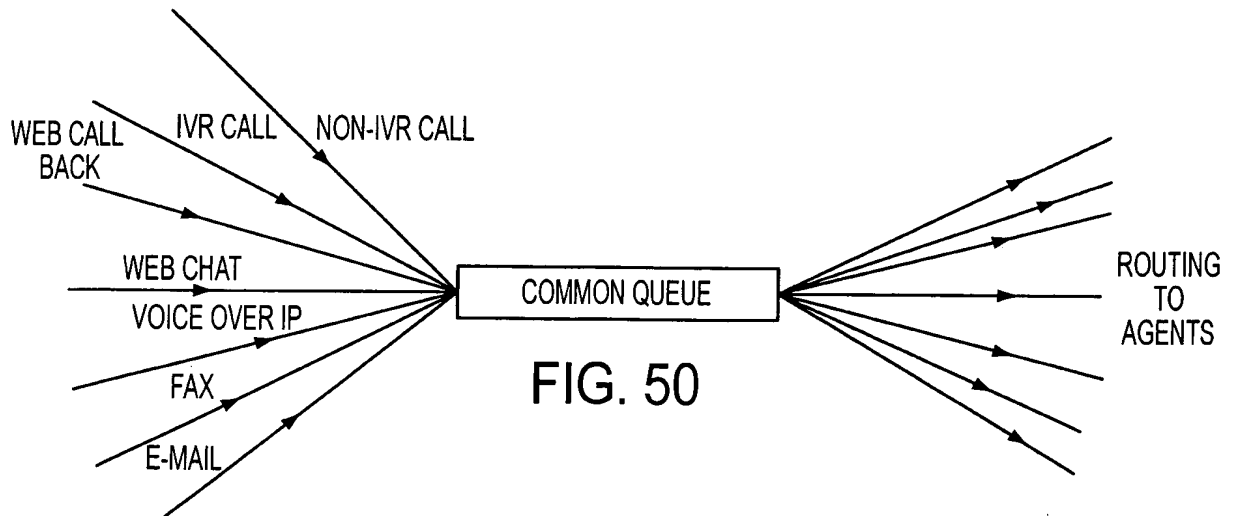


FIG. 50

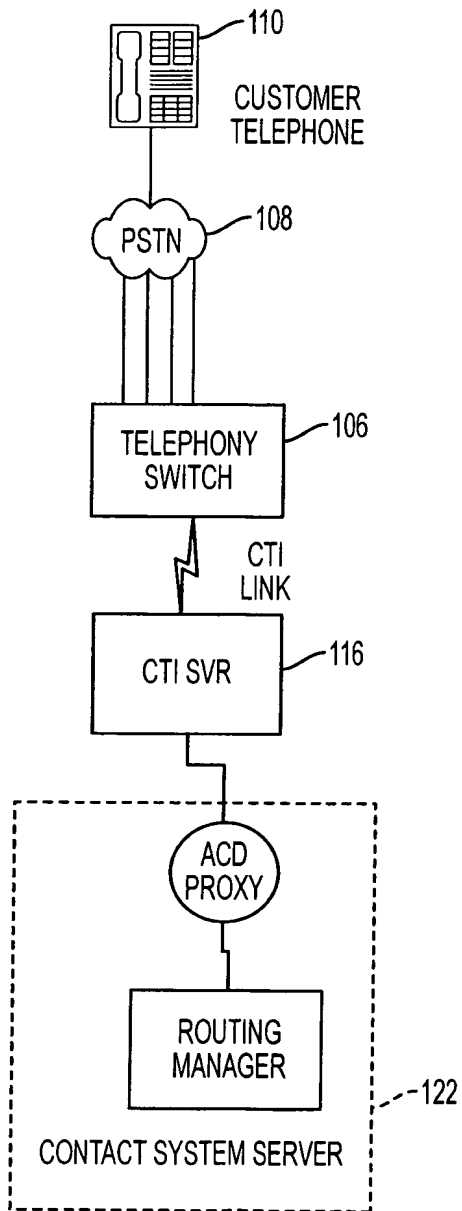


FIG. 51

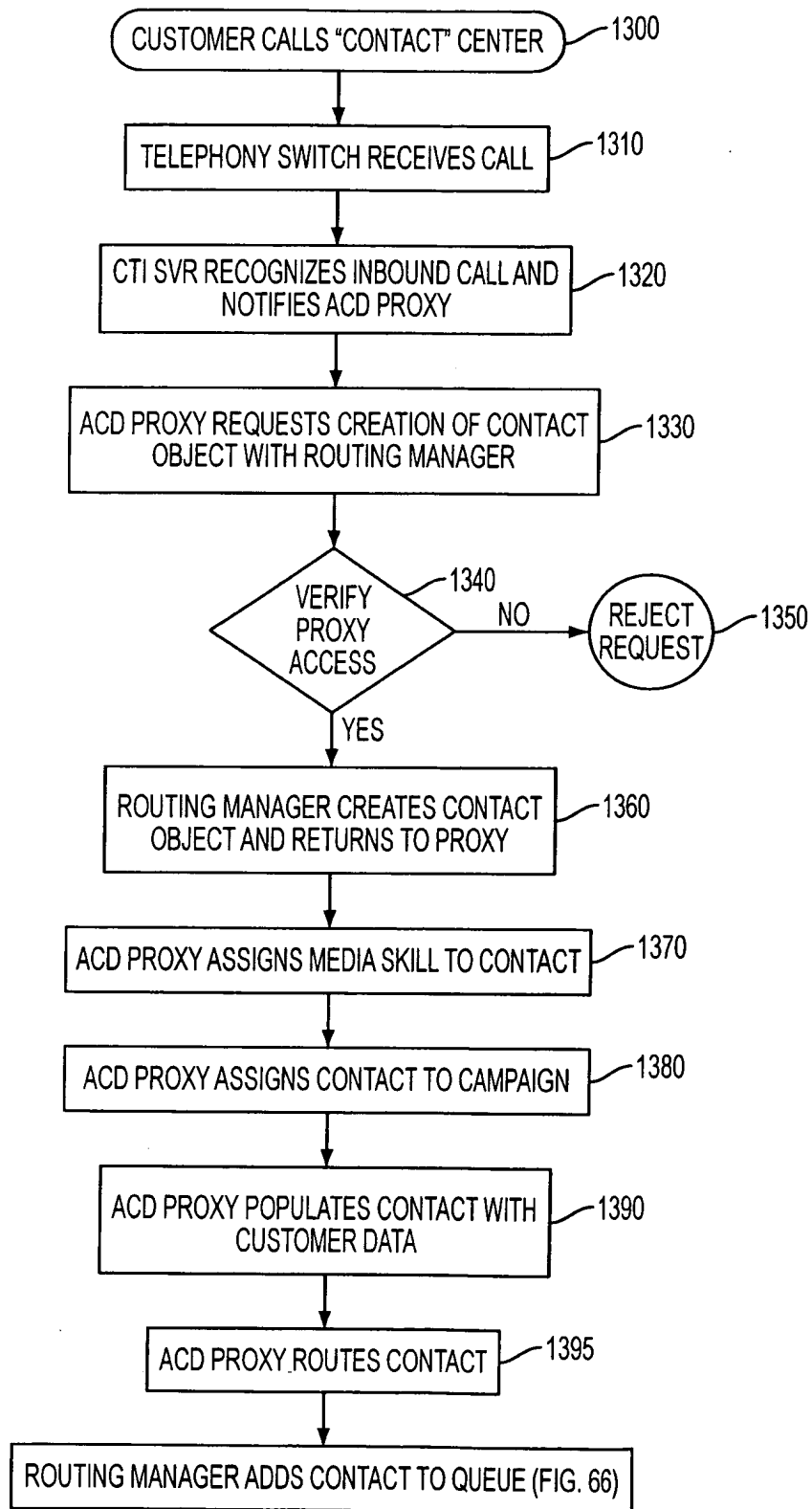


FIG. 52

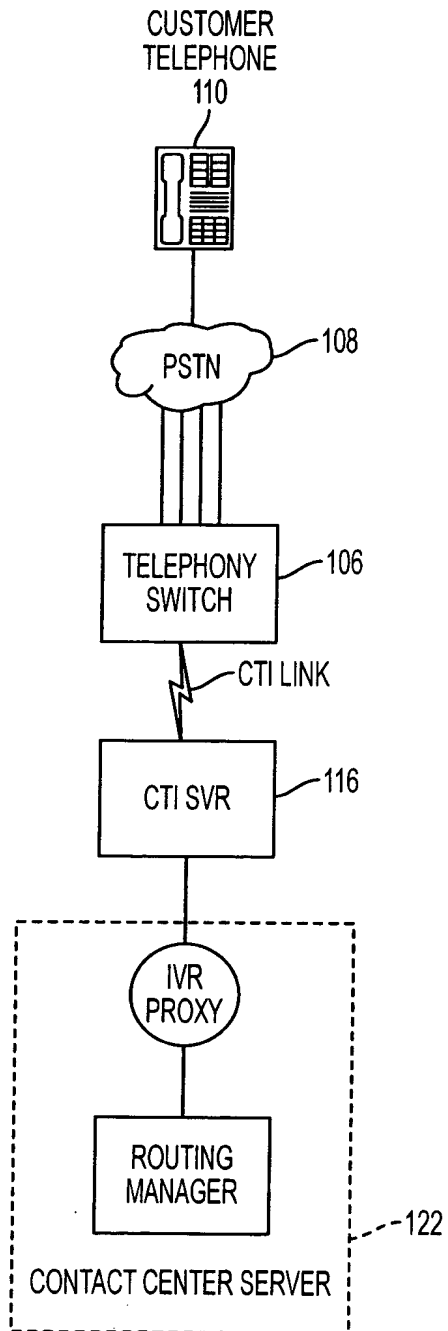


FIG. 53

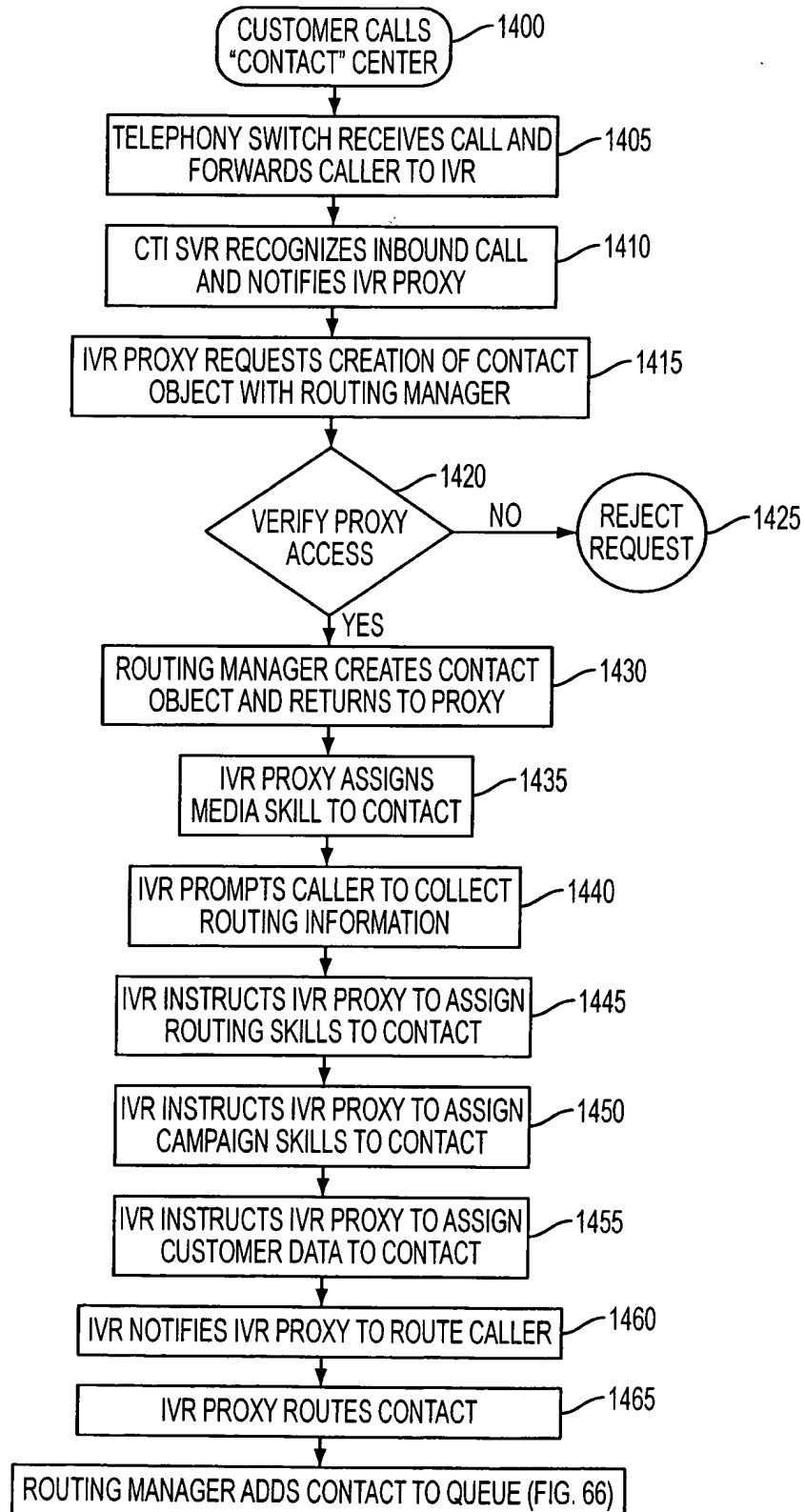


FIG. 54

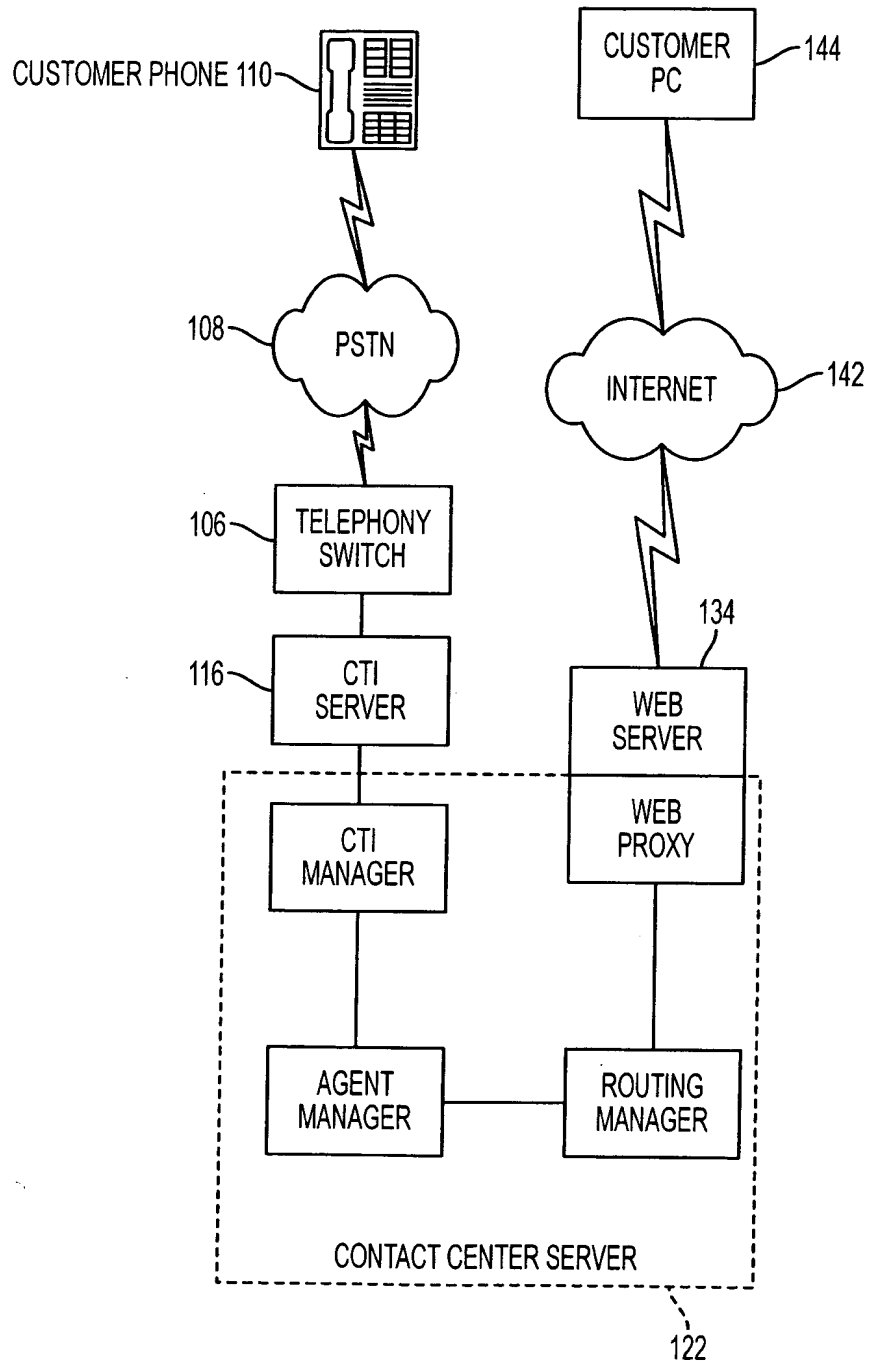


FIG. 55

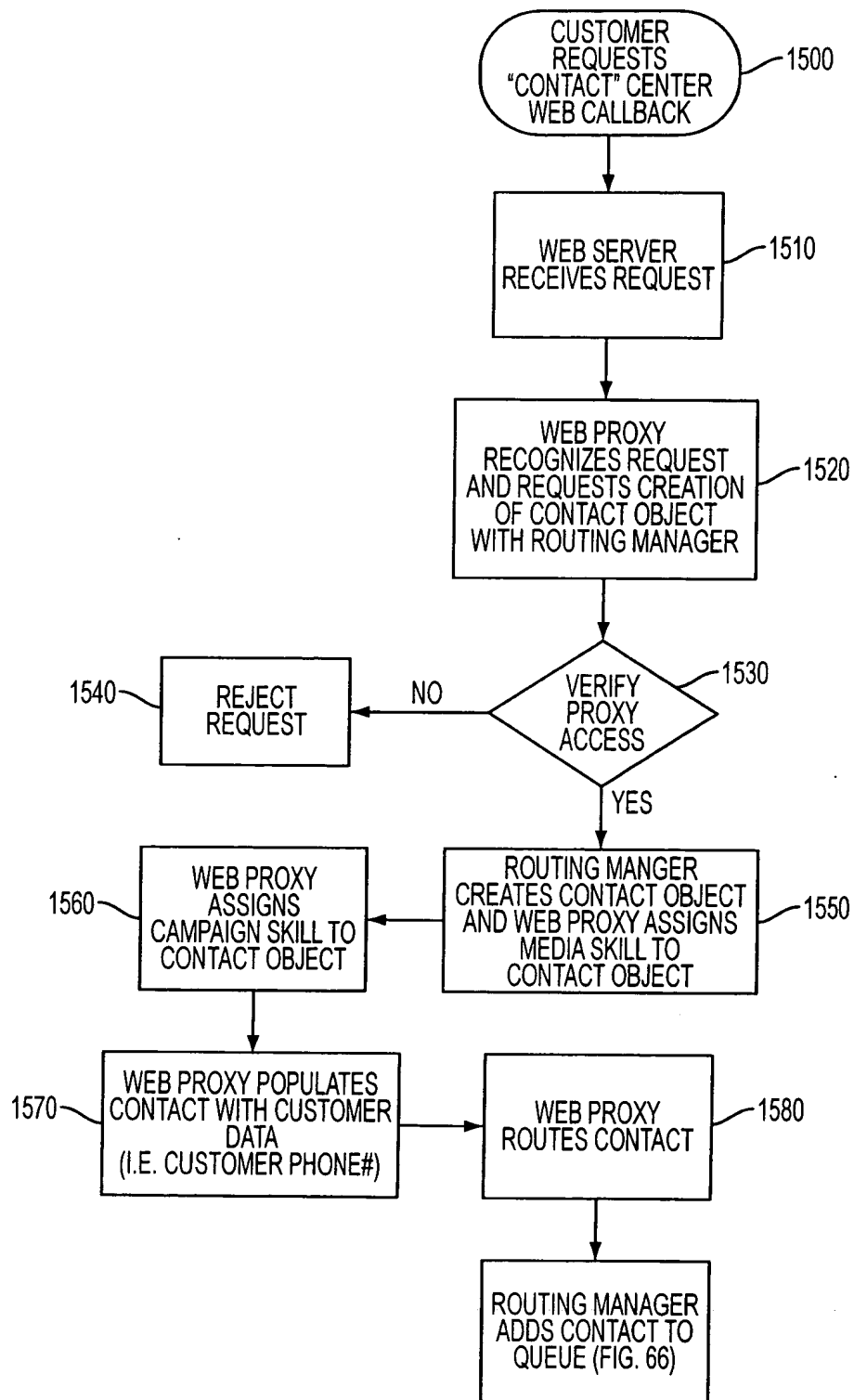


FIG. 56

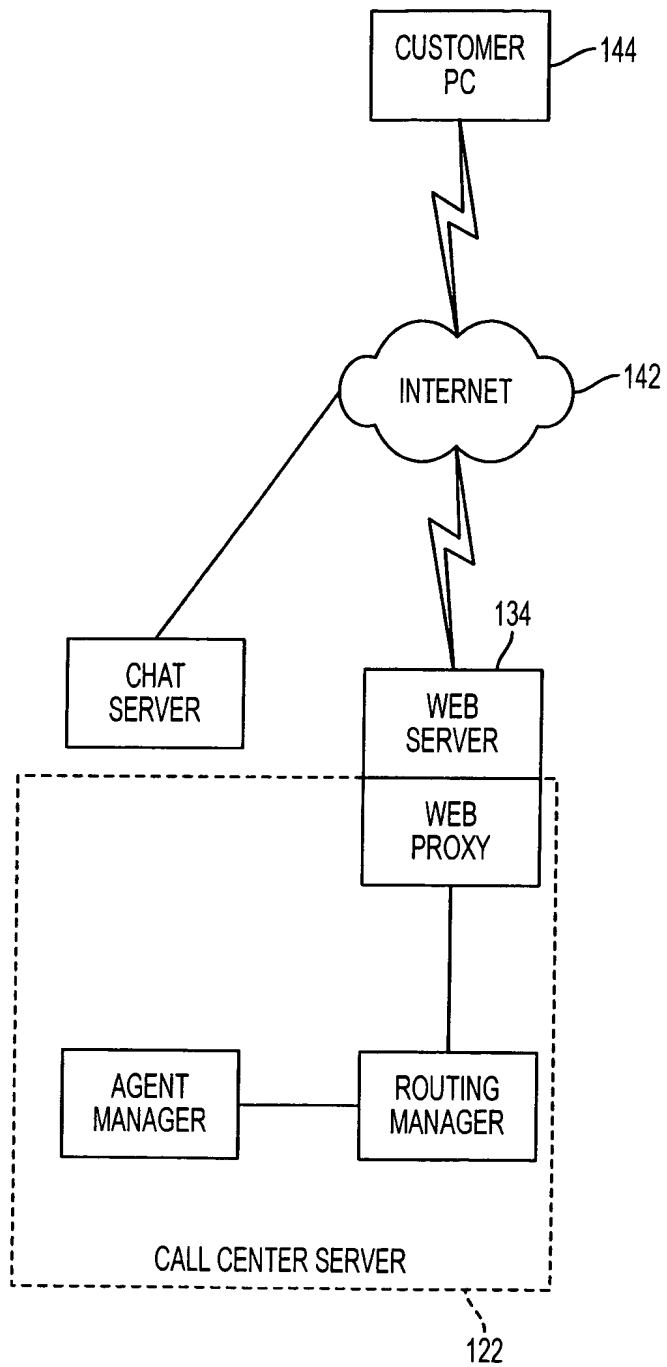


FIG. 57

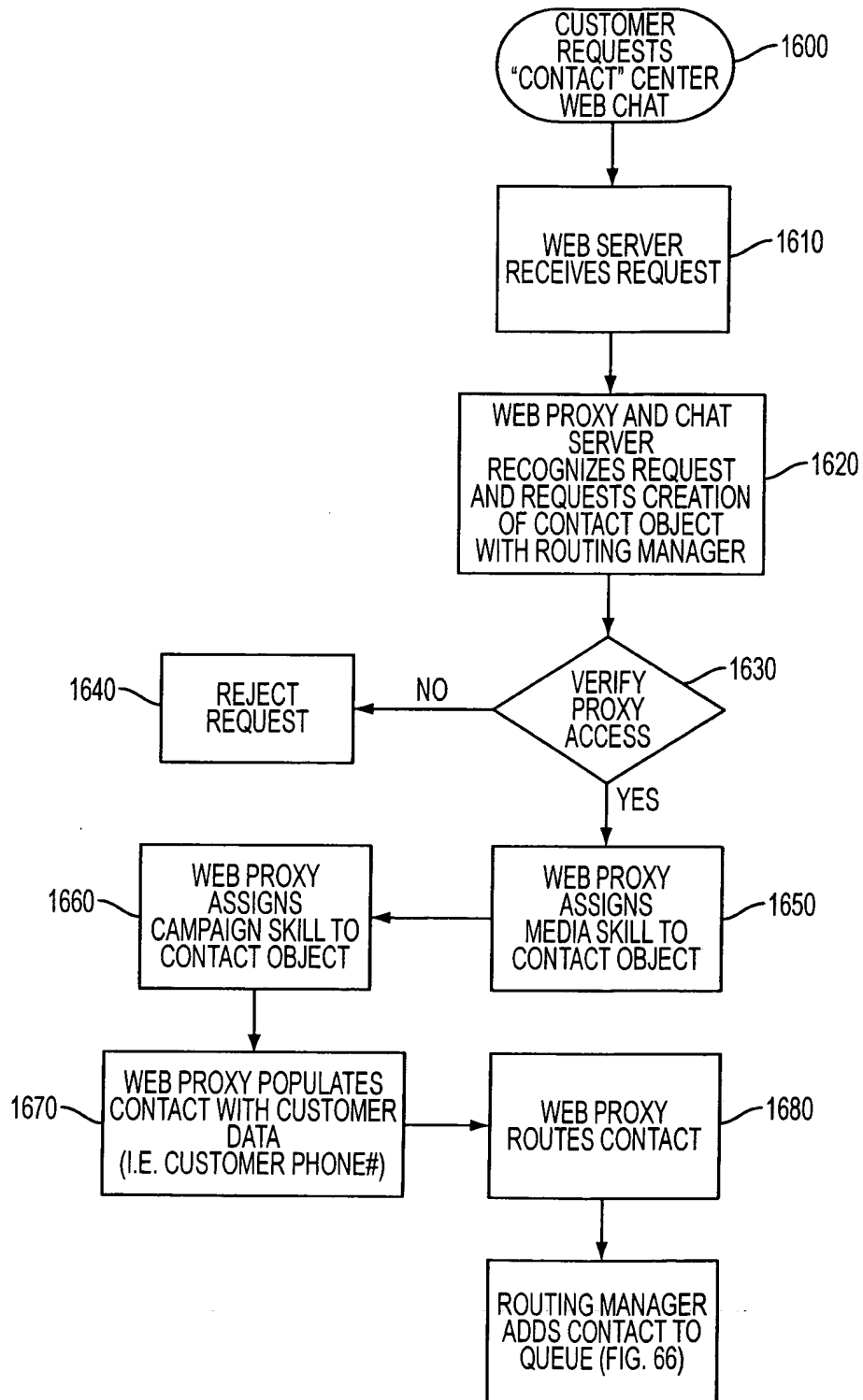


FIG. 58

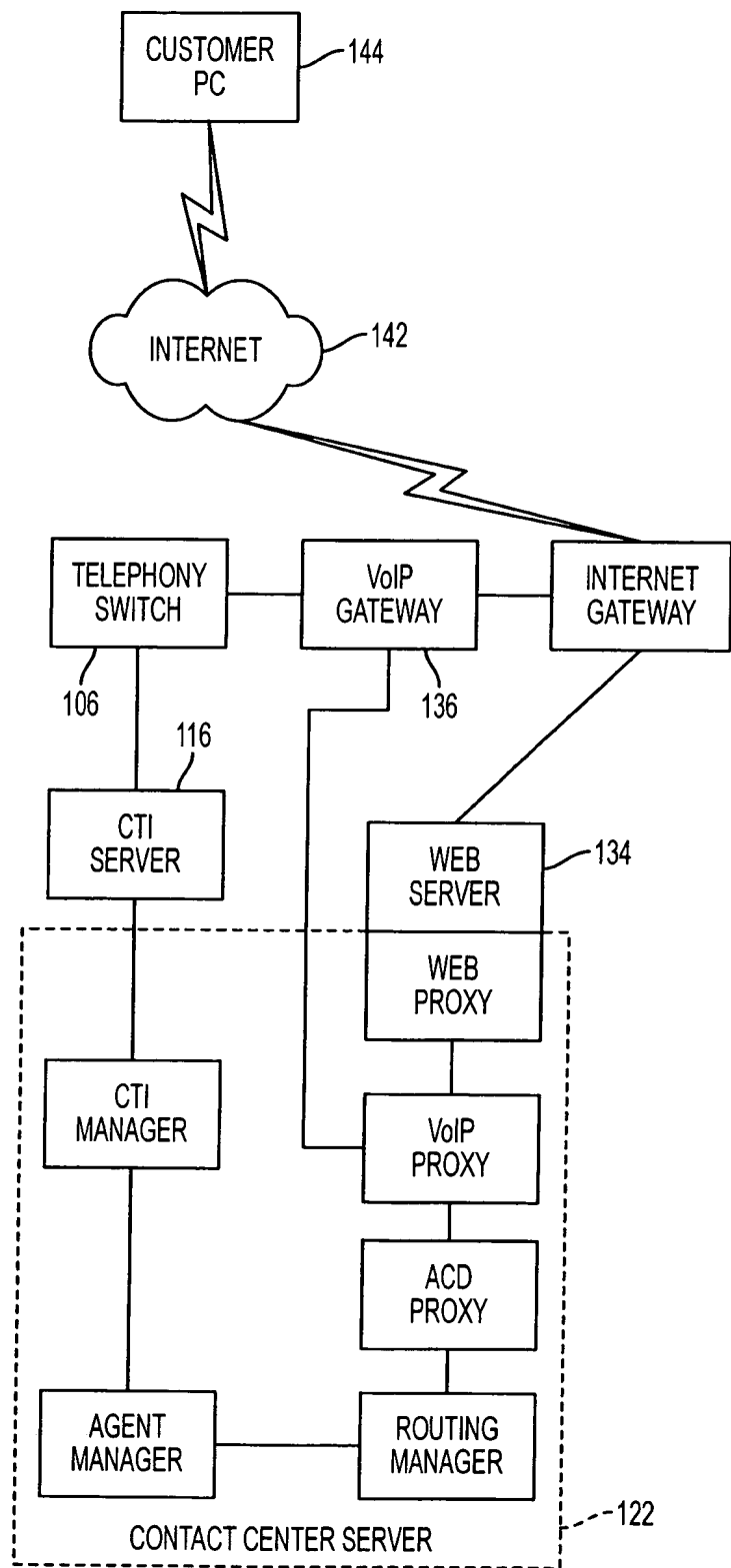


FIG. 59

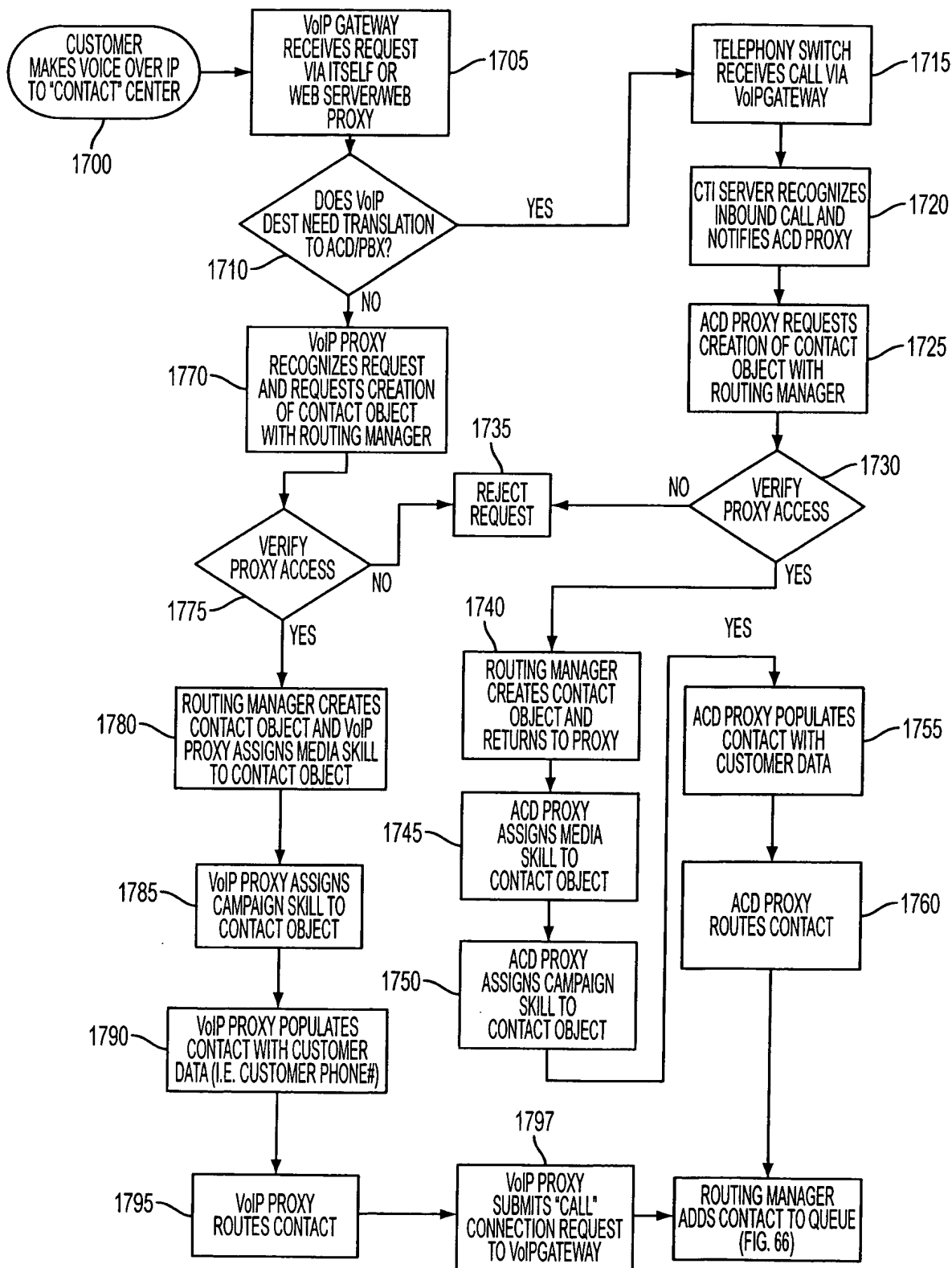


FIG. 60

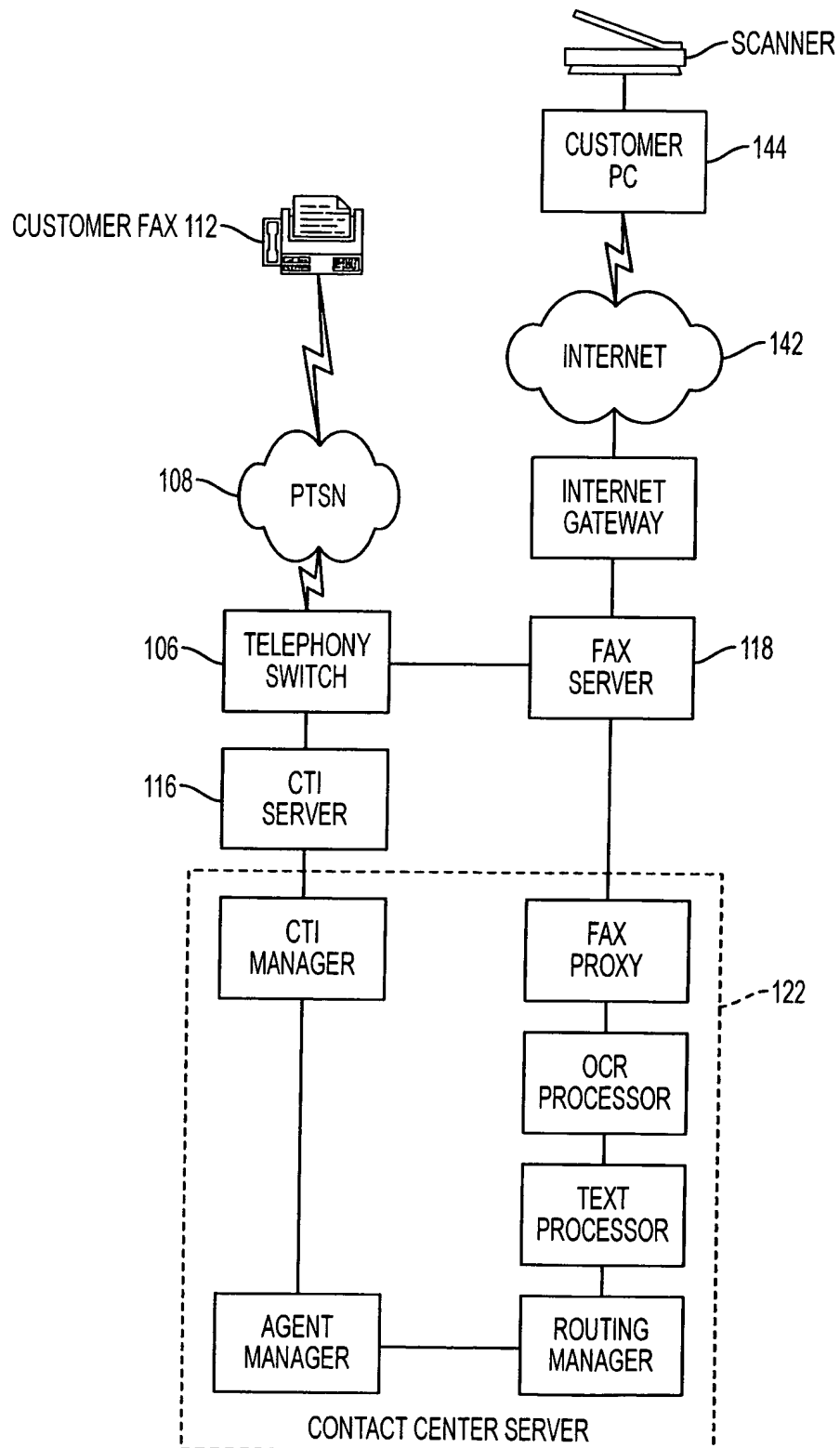


FIG. 61

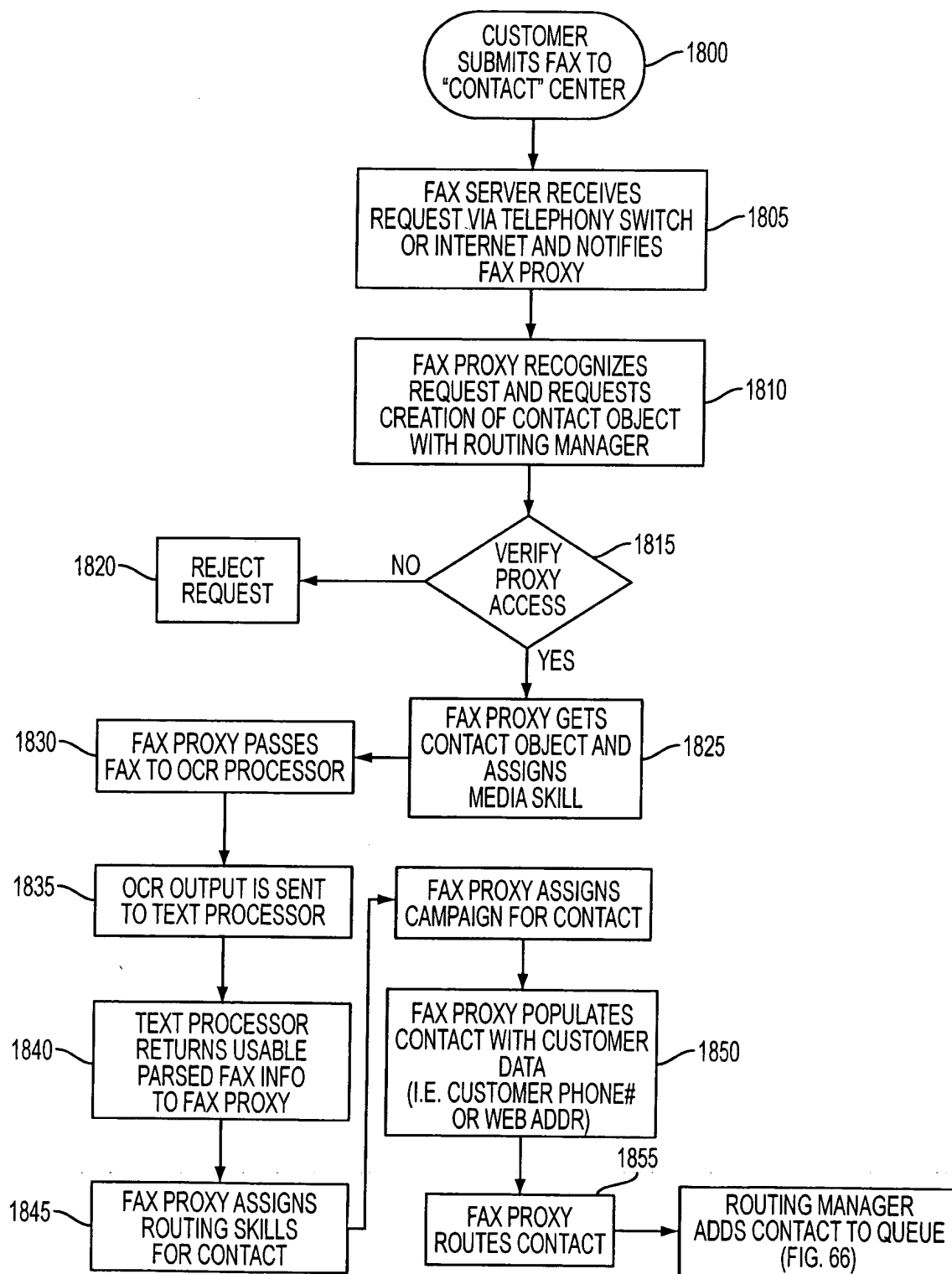


FIG. 62

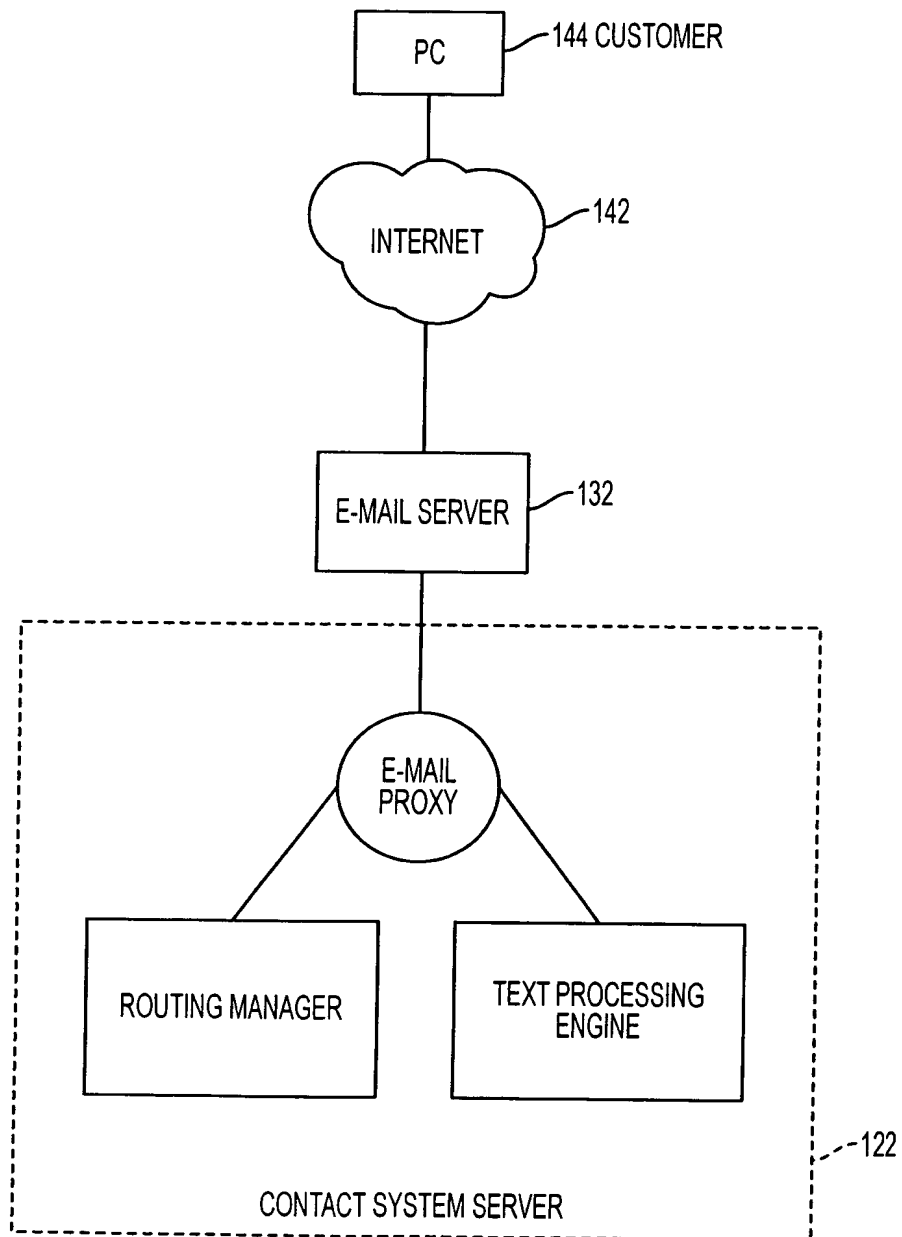


FIG. 63

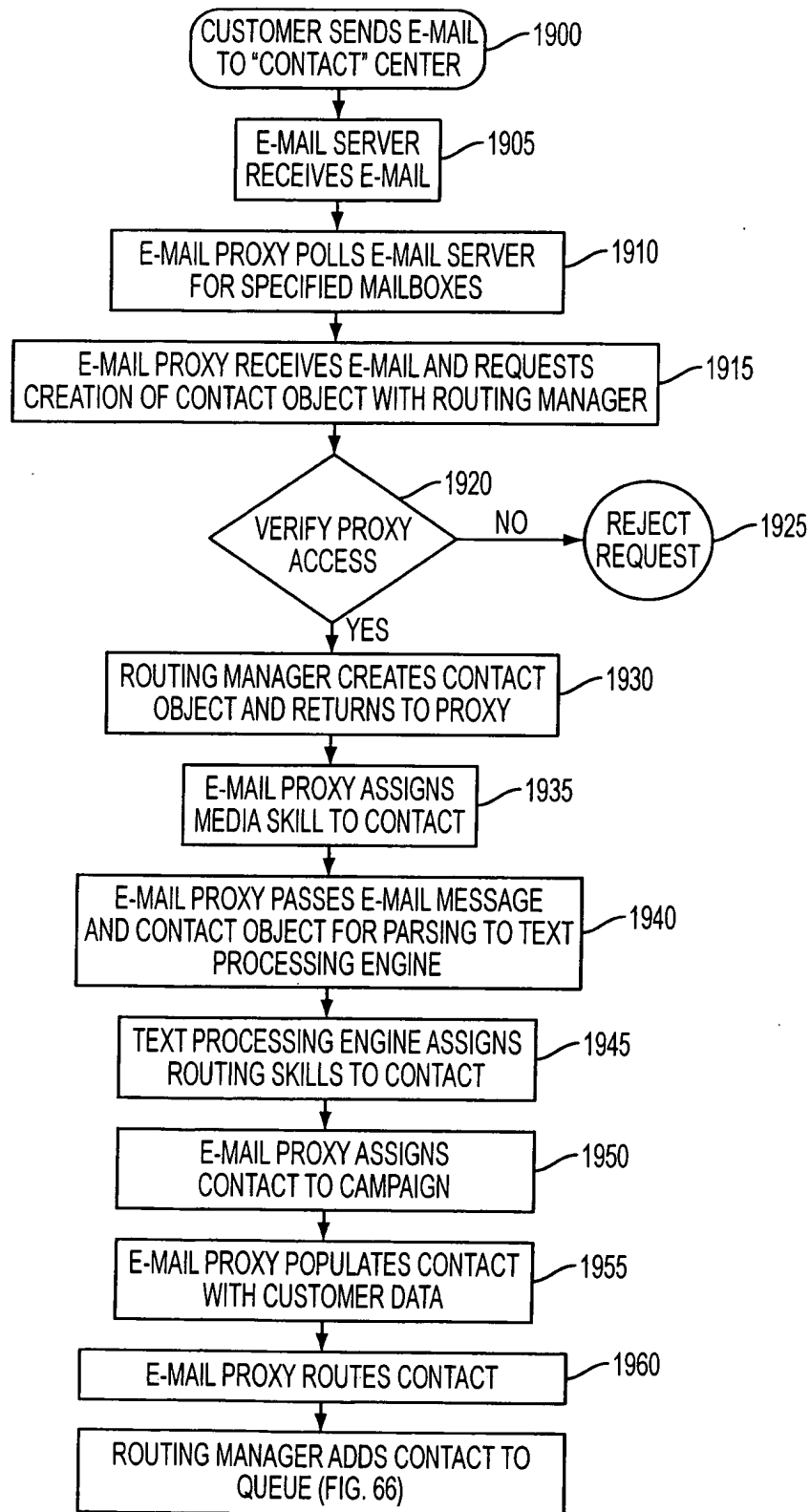


FIG. 64

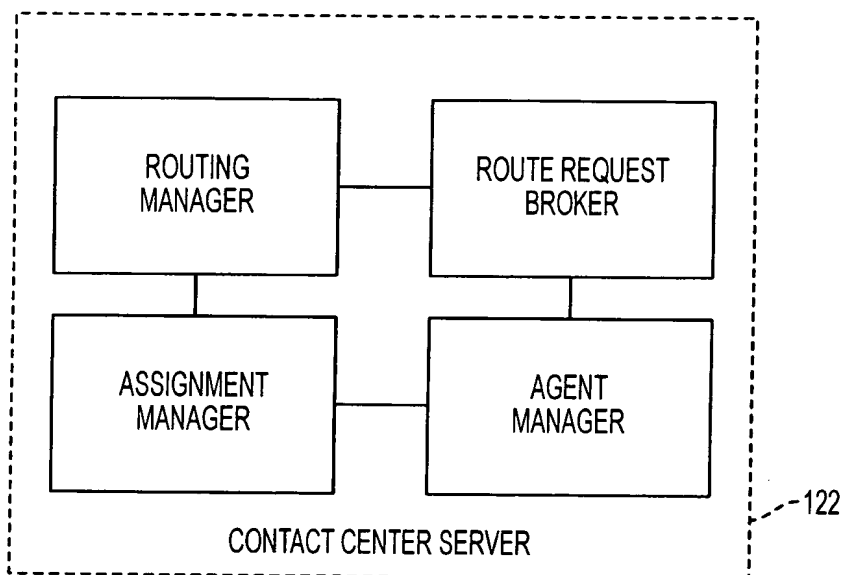


FIG. 65

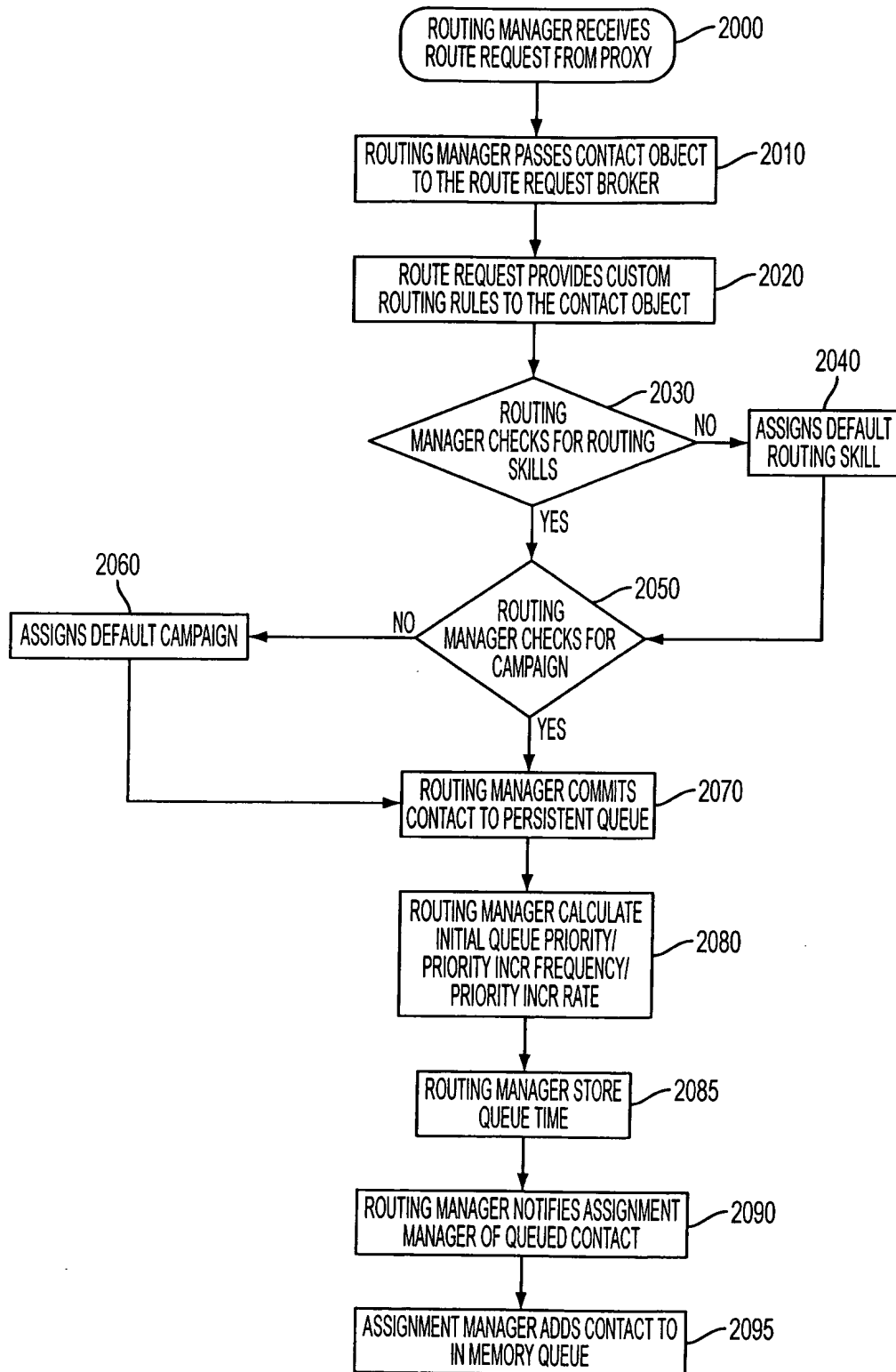


FIG. 66

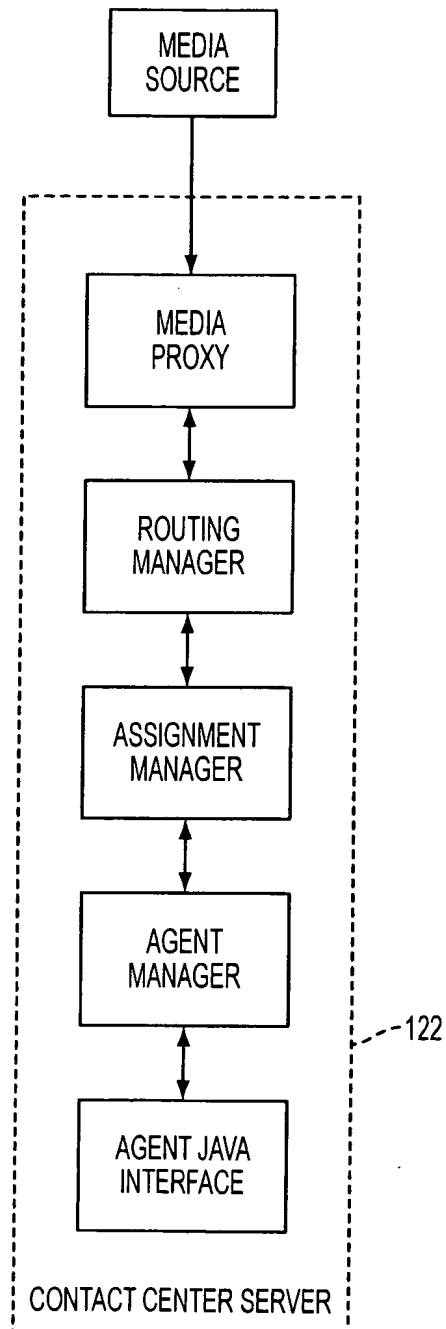


FIG. 67

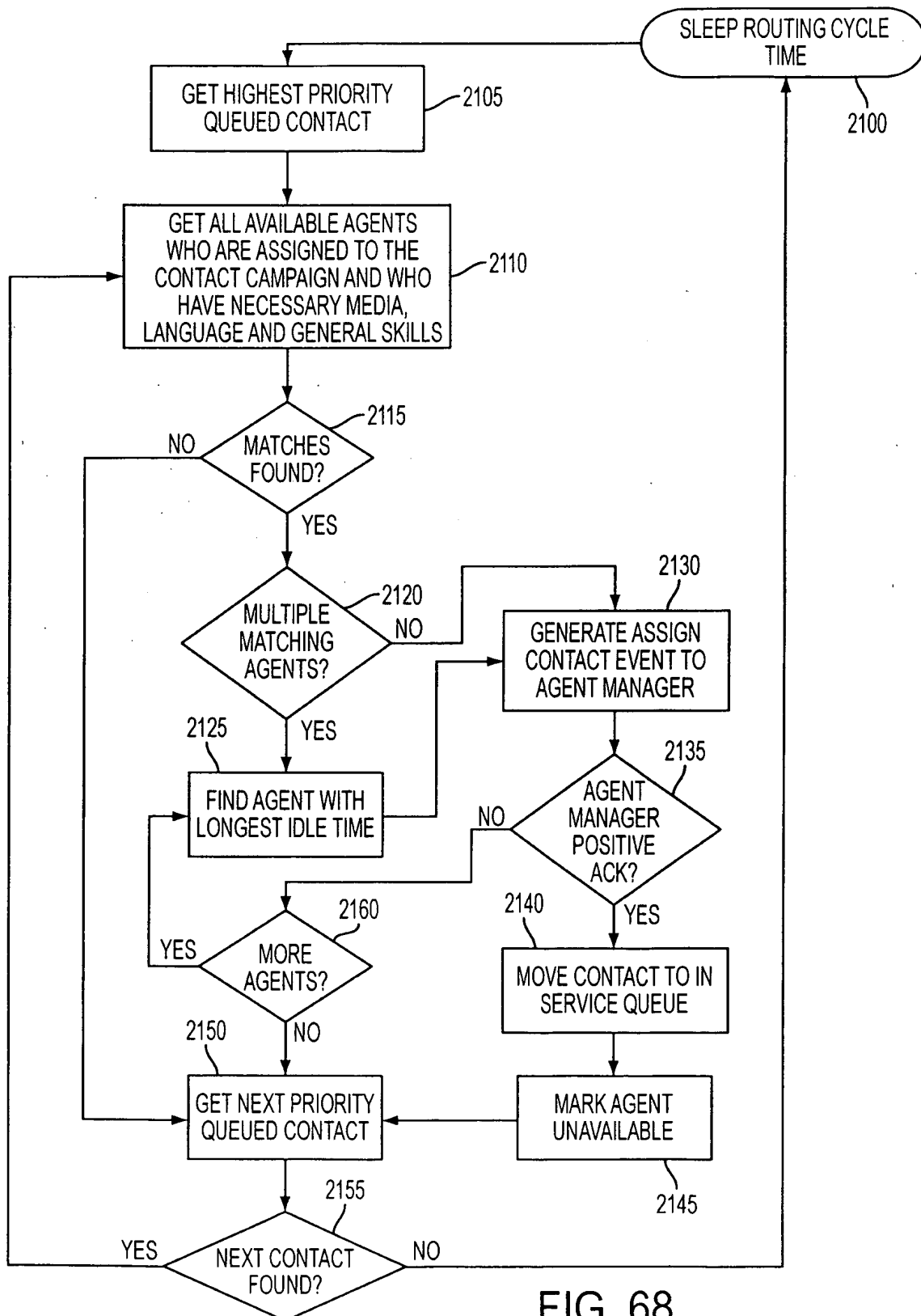


FIG. 68

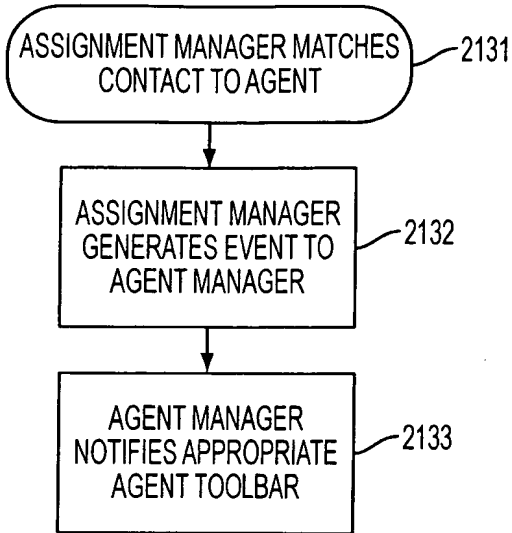


FIG. 69

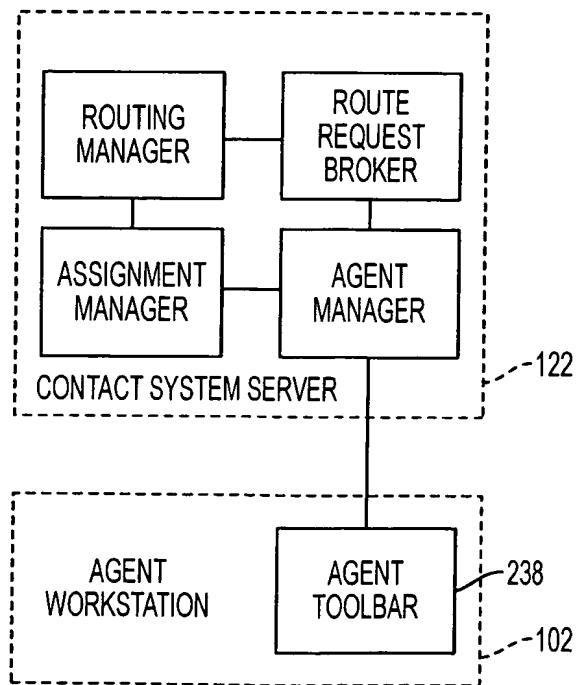


FIG. 70

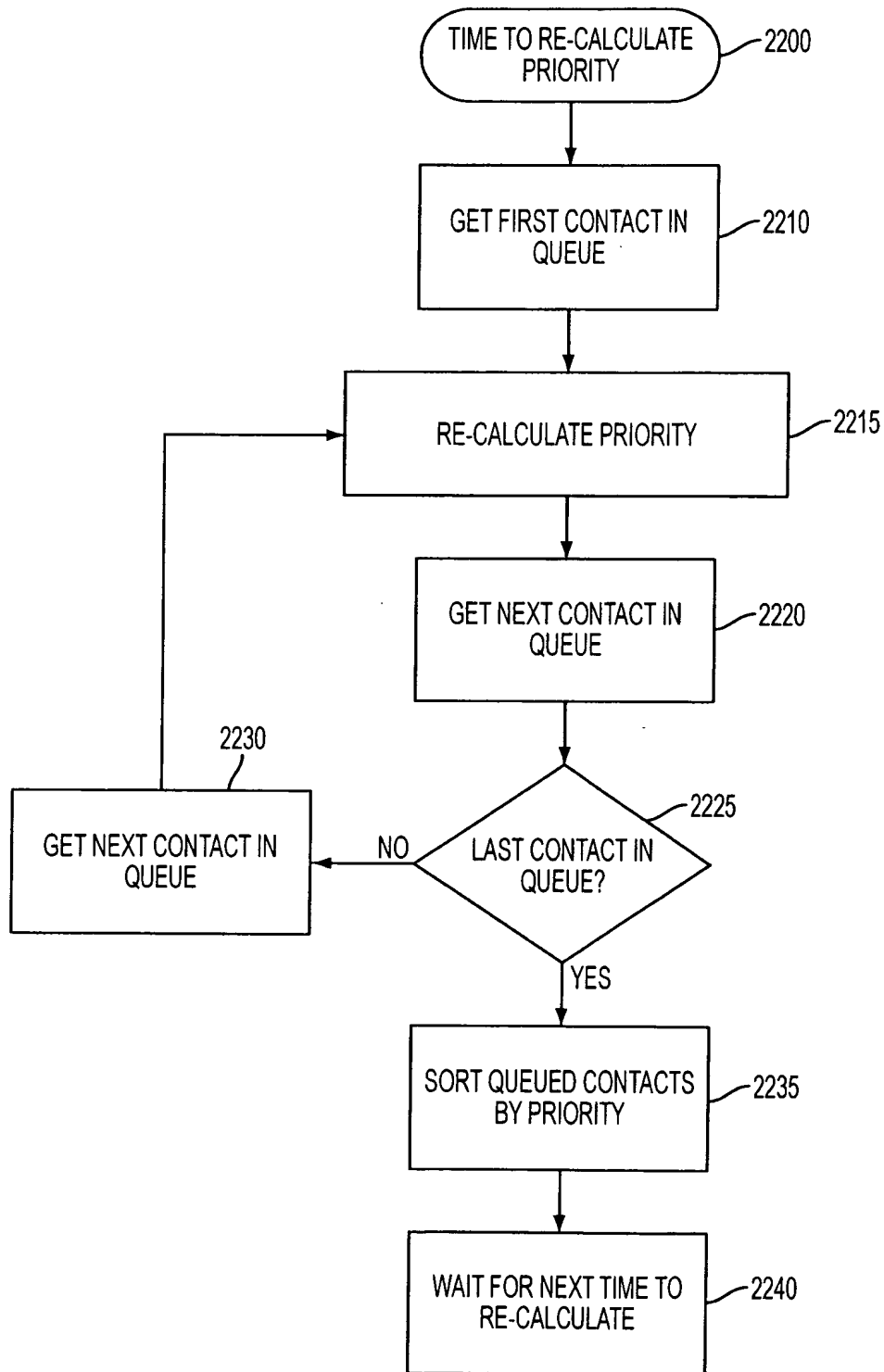


FIG. 71

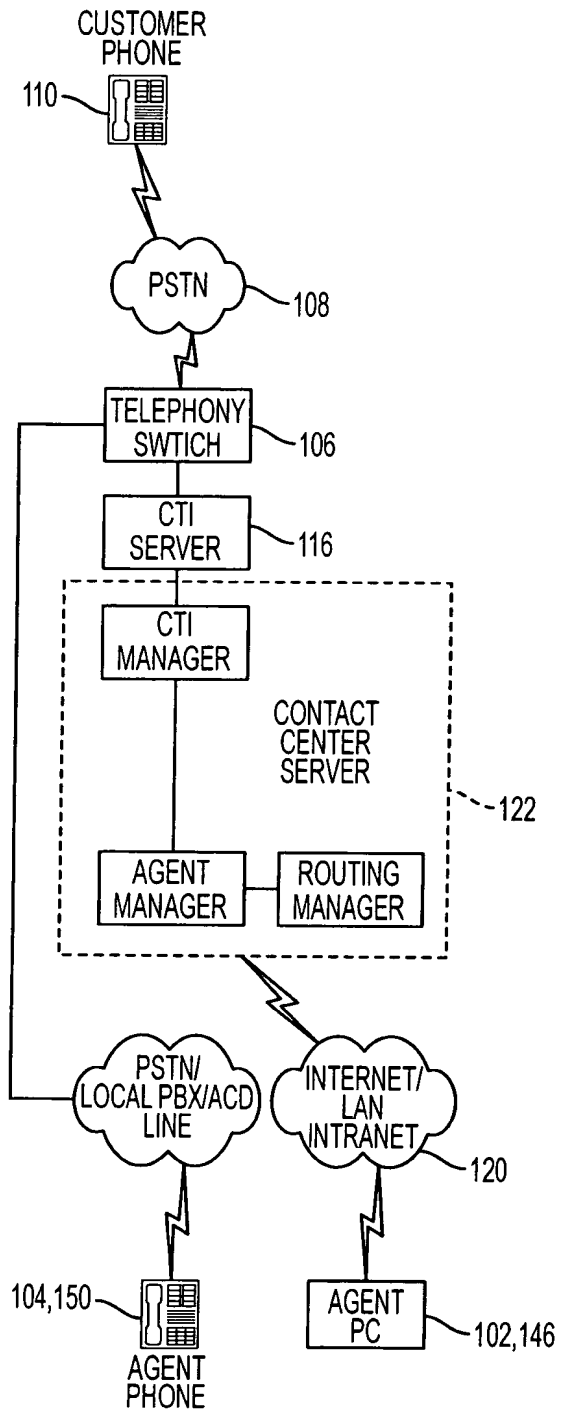


FIG. 72

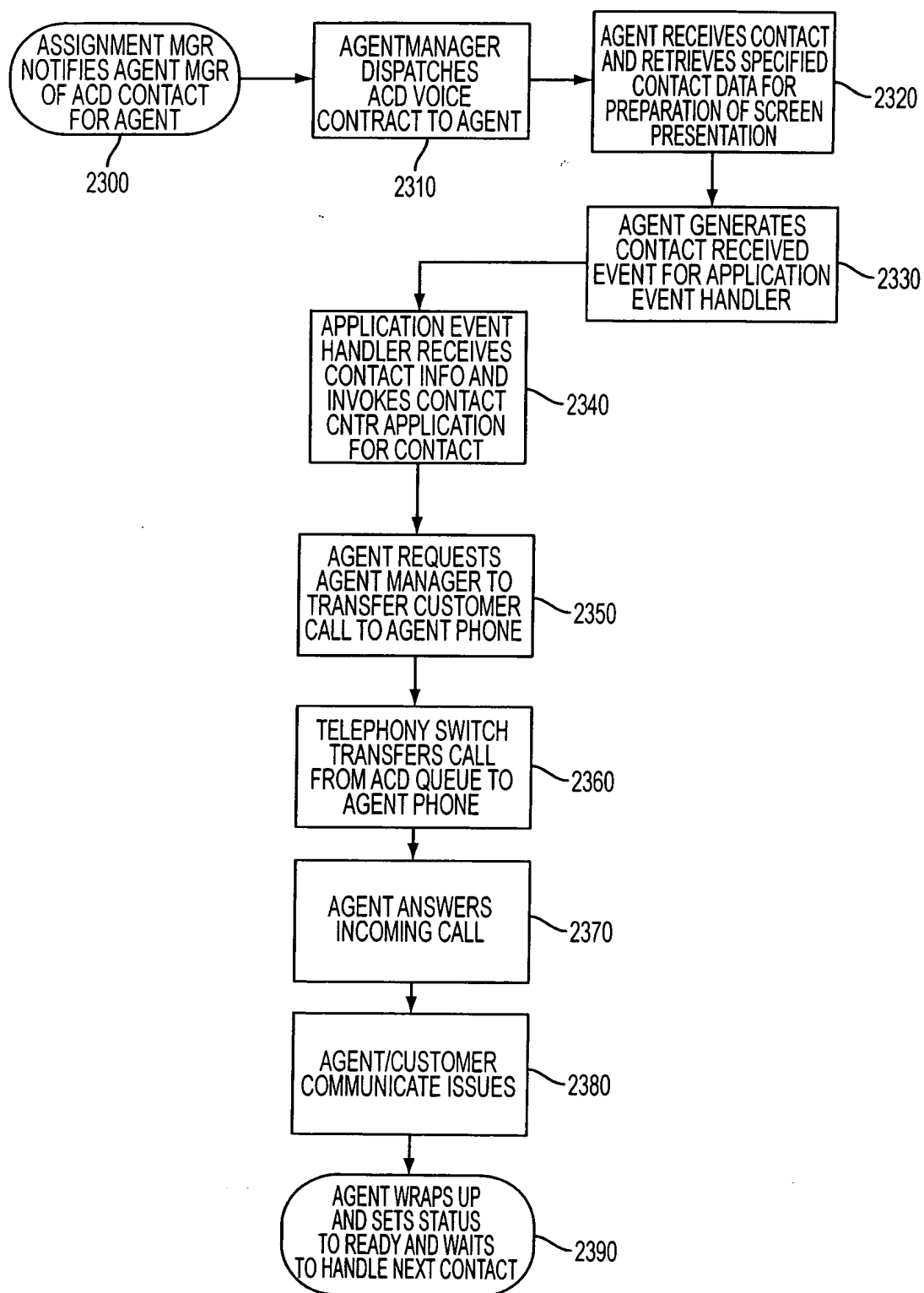


FIG. 73

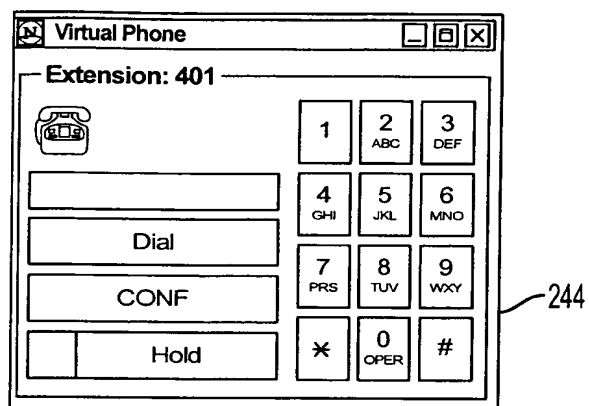


FIG. 74



FIG. 75



FIG. 76

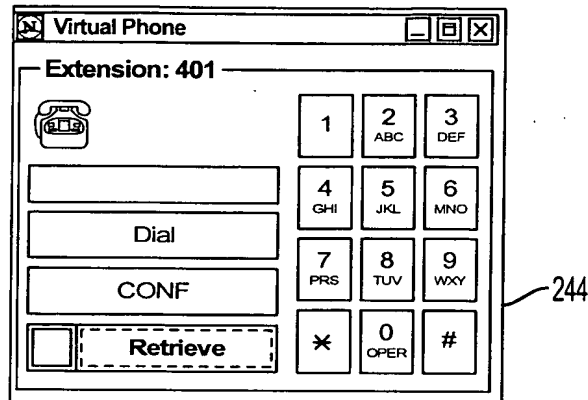


FIG. 77

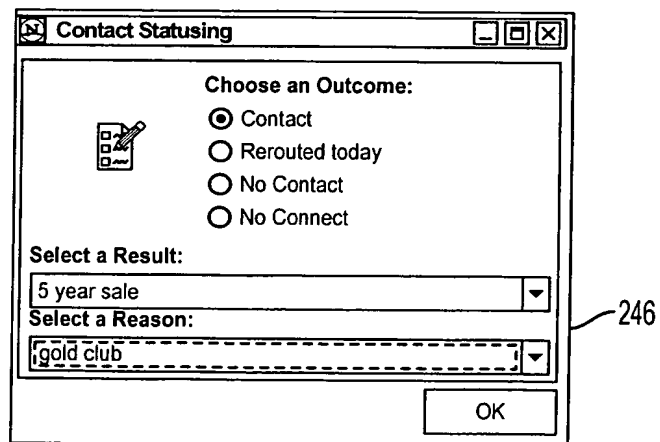


FIG. 78

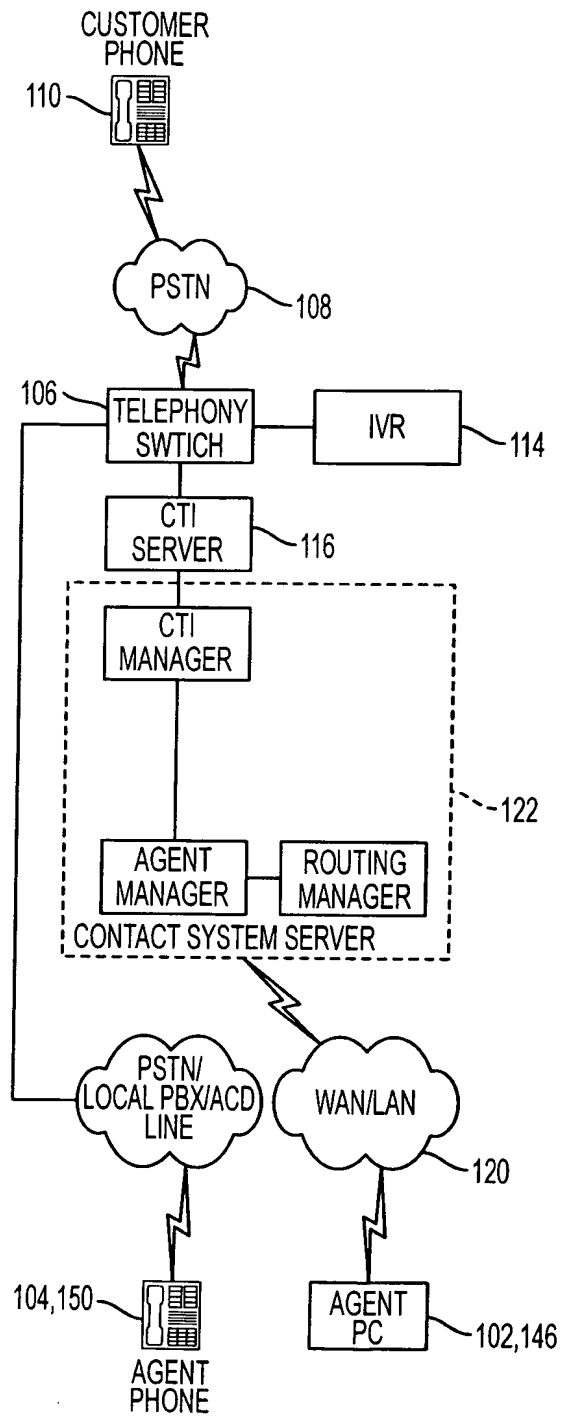


FIG. 79

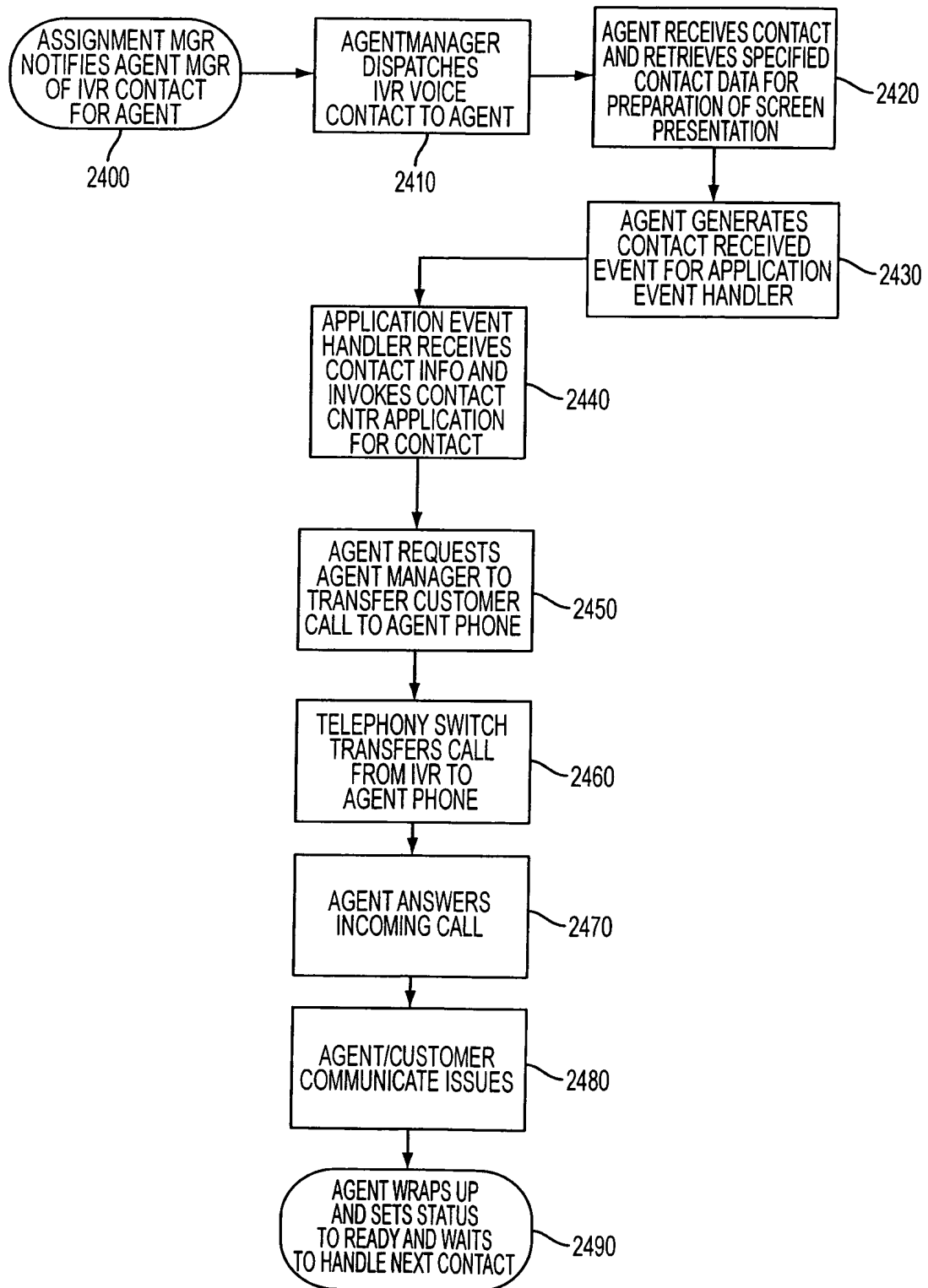


FIG. 80

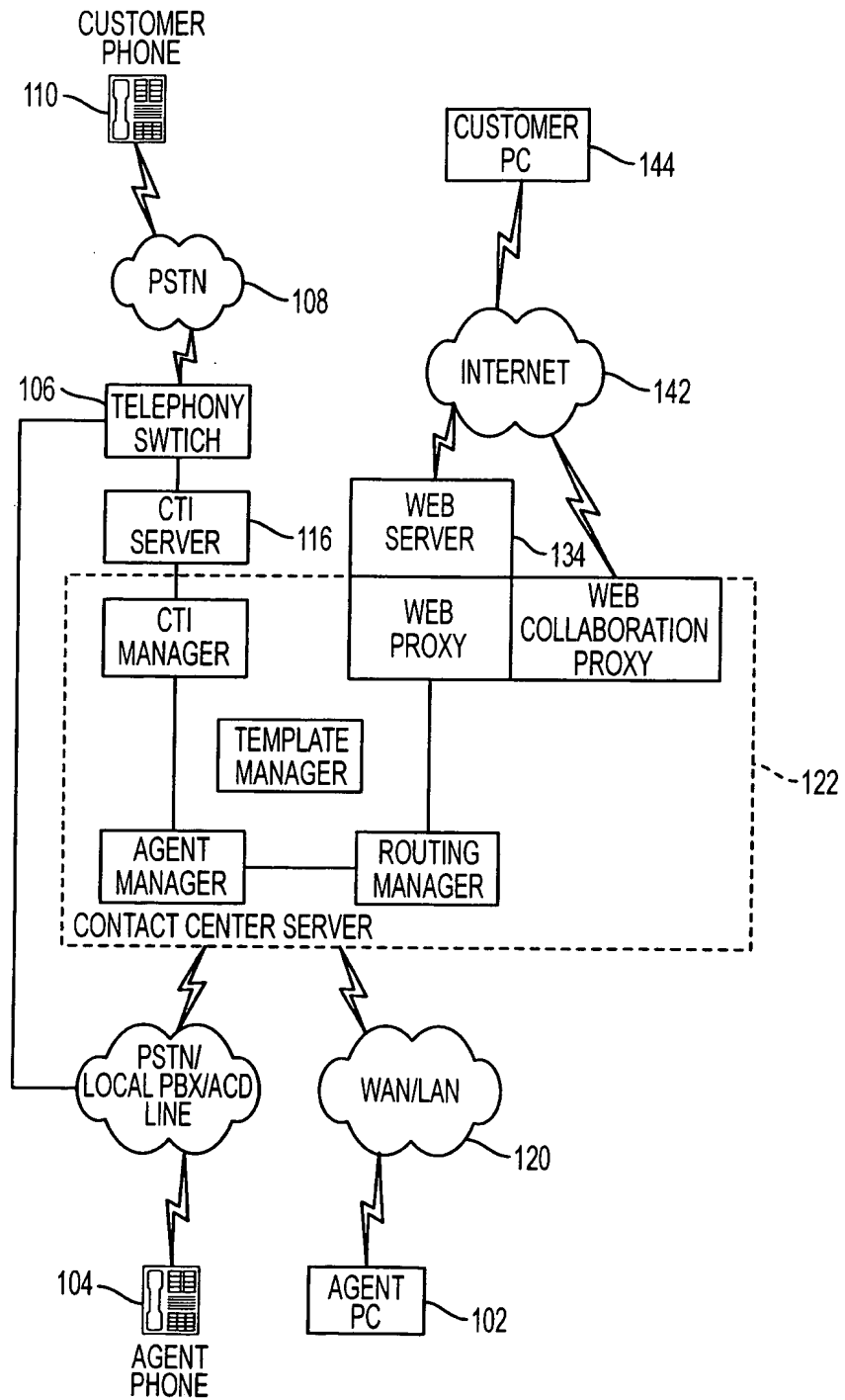


FIG. 81

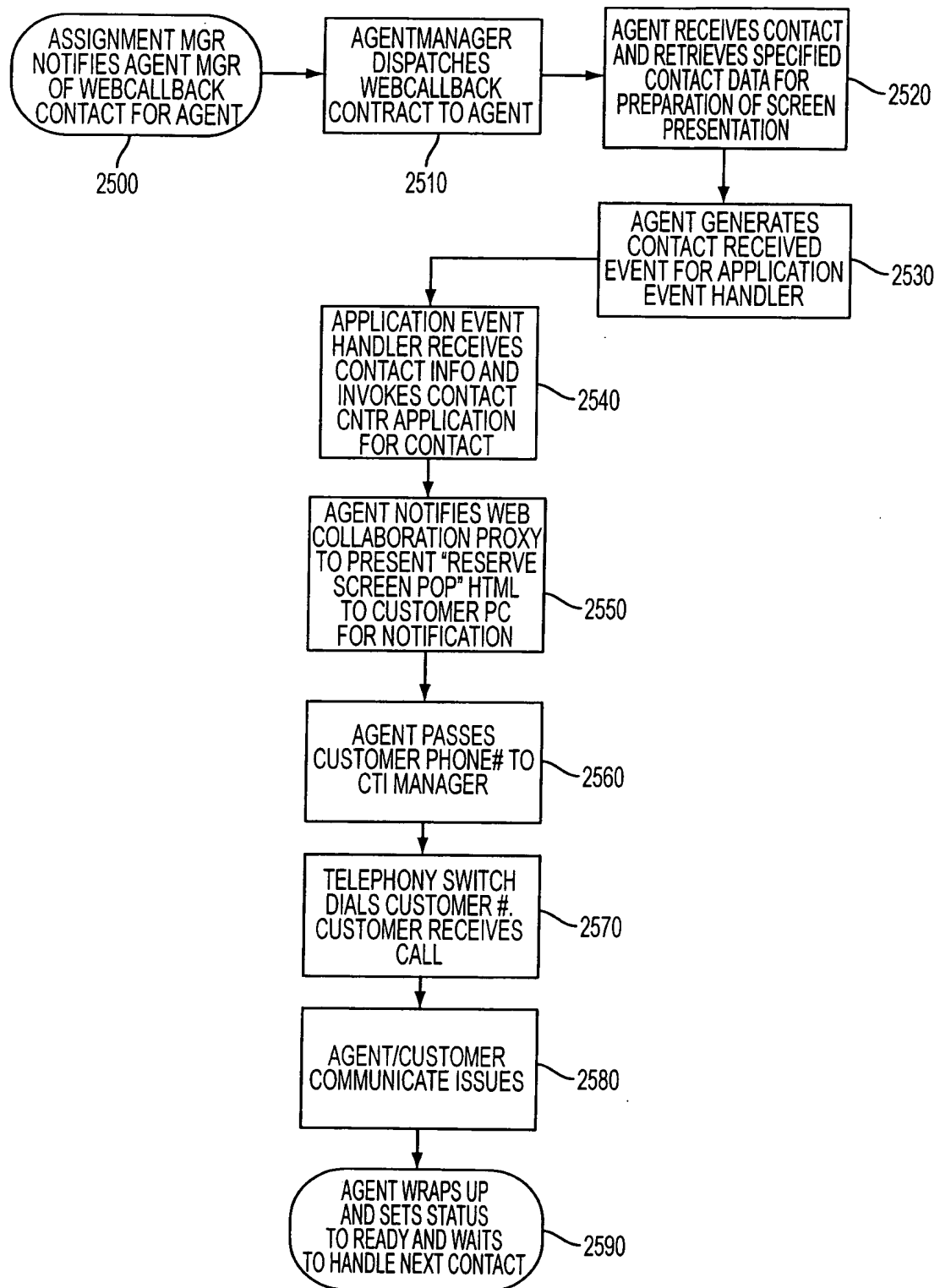


FIG. 82

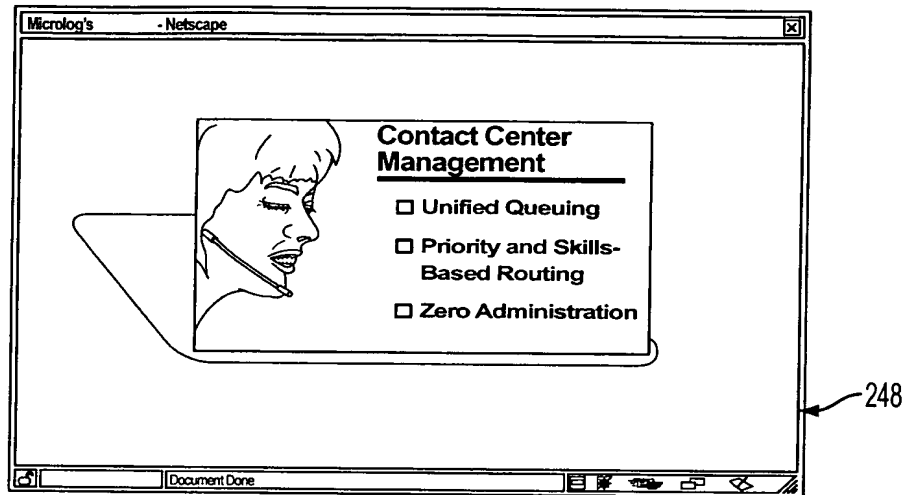


FIG. 83

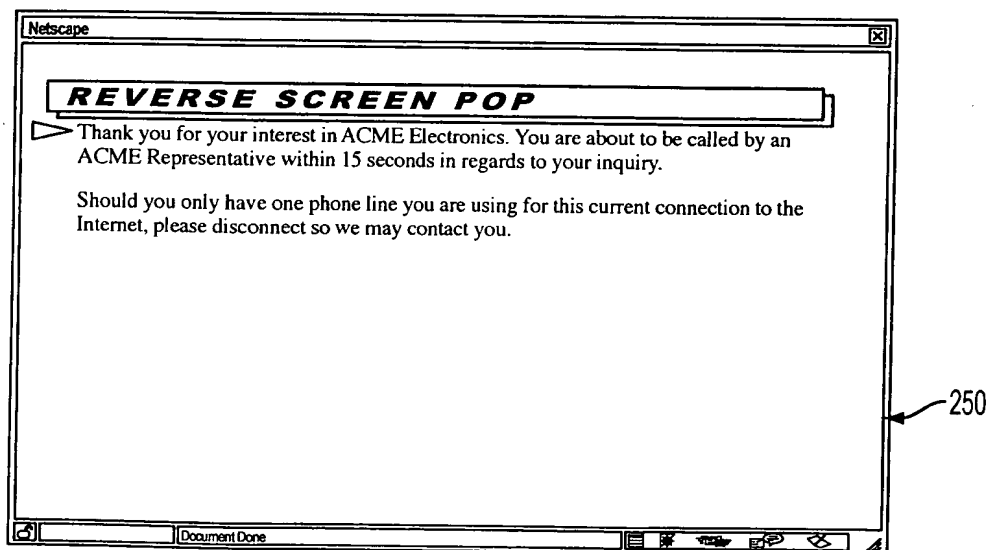
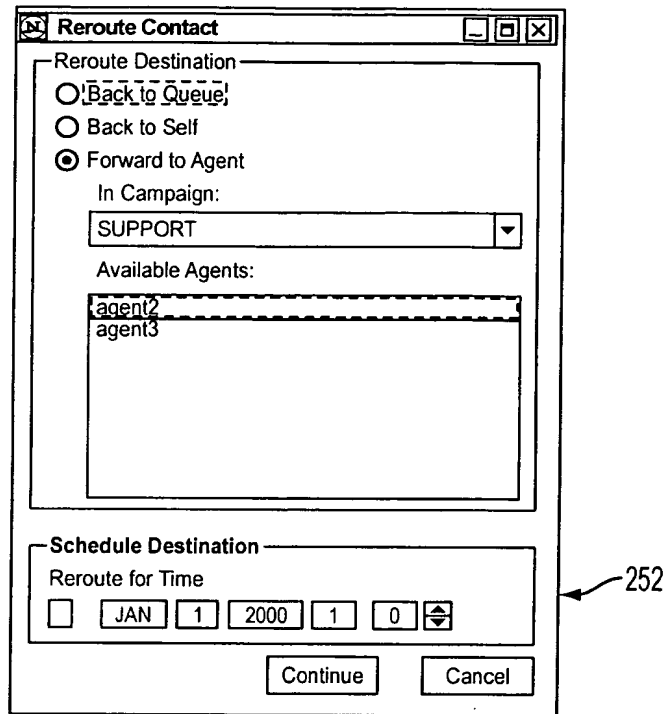


FIG. 84



Reroute Contact

Reroute Destination

☐ Back to Queue

☐ Back to Self

☒ Forward to Agent

In Campaign:

SUPPORT

Available Agents:

agent2

agent3

Schedule Destination

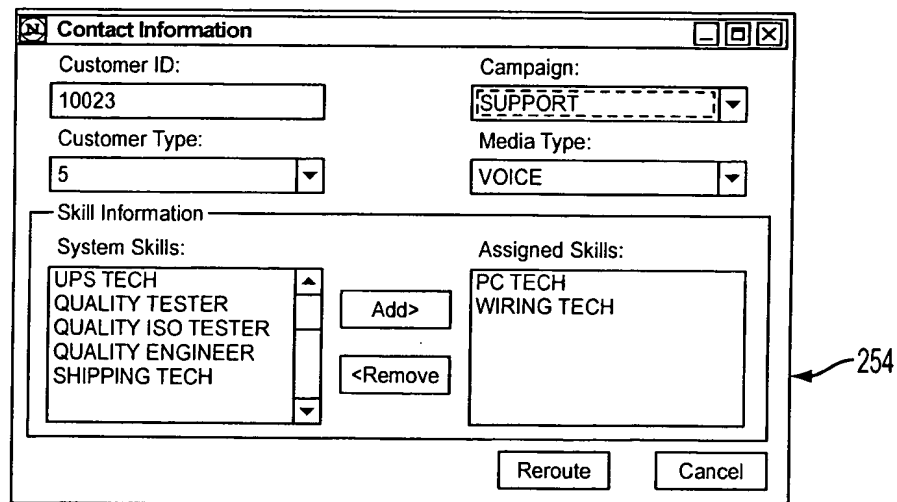
Reroute for Time

☐ JAN 1 2000 1 0

Continue Cancel

252

FIG. 85



Contact Information

Customer ID: 10023

Campaign: SUPPORT

Customer Type: 5

Media Type: VOICE

Skill Information

System Skills:

UPS TECH

QUALITY TESTER

QUALITY ISO TESTER

QUALITY ENGINEER

SHIPPING TECH

Add>

<Remove

Assigned Skills:

PC TECH

WIRING TECH

Reroute Cancel

254

FIG. 86

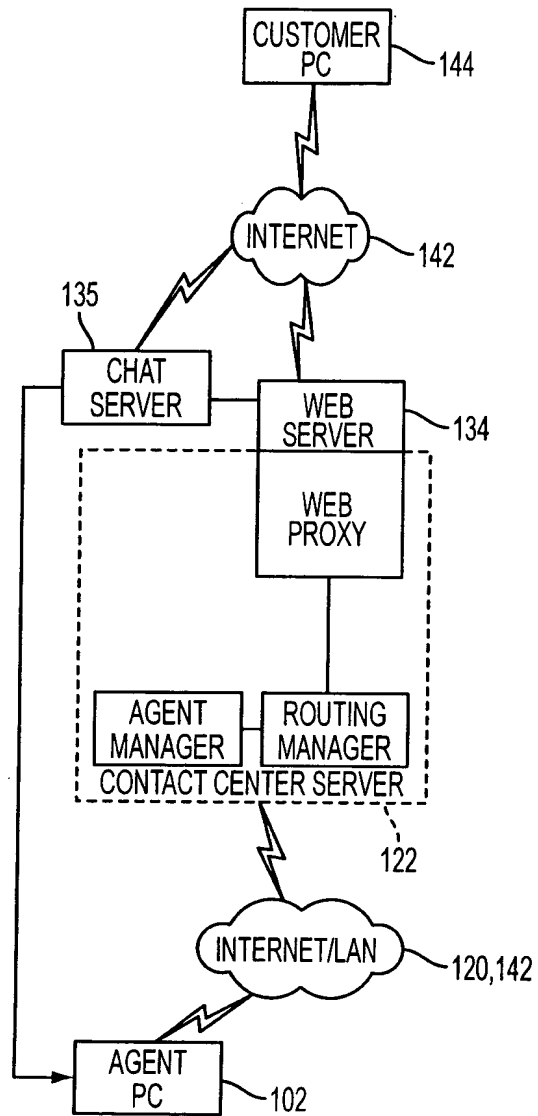


FIG. 87

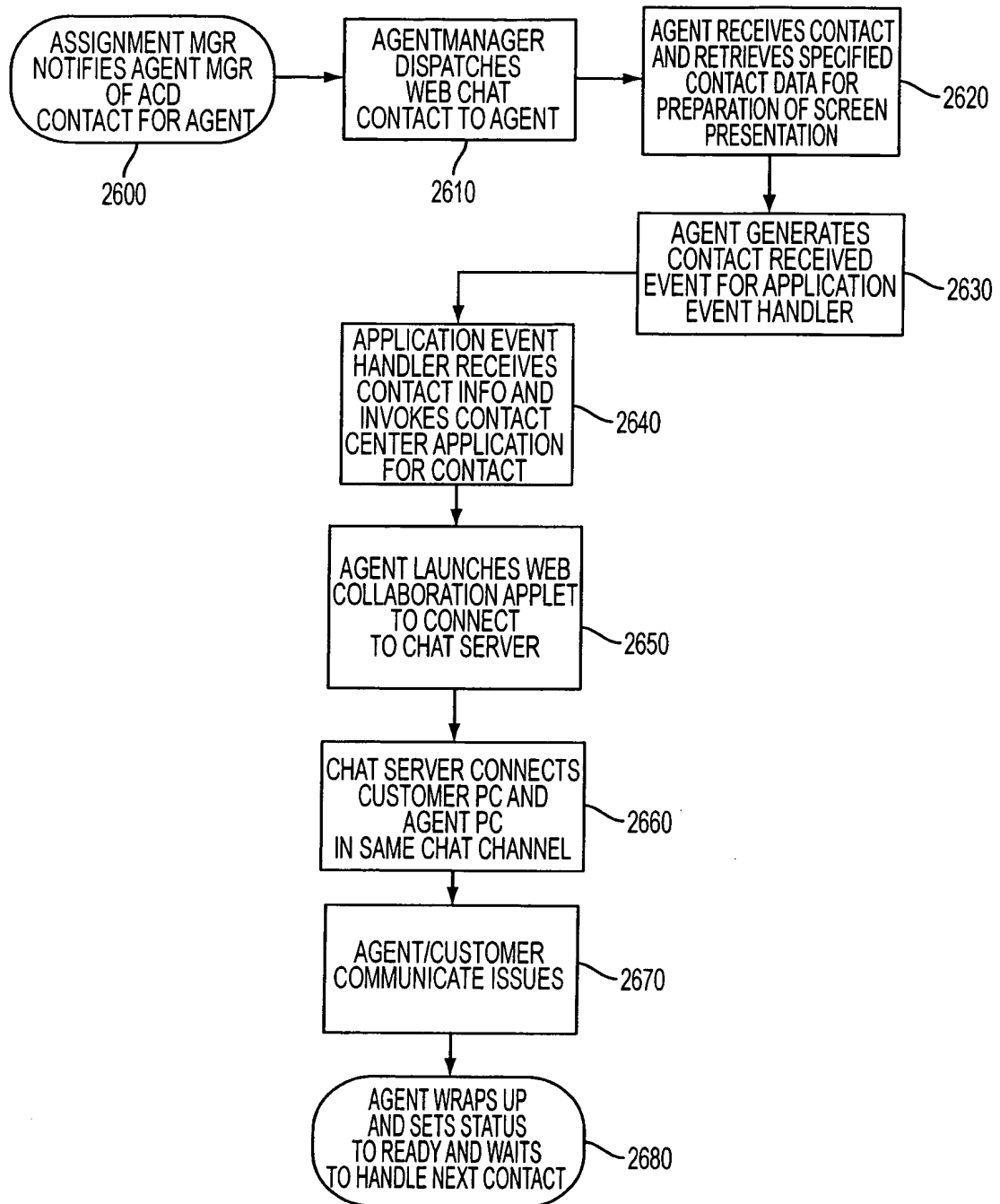


FIG. 88

Current queue position: 2

Queue wait time: 0:00:56

Average wait time: 0:01:34

Enter URL to Push:

URL Information:

Push URL

Remarks

Web Chat Information

Enter Text Message:

Send Message

FIG. 89

Web Connection

URL Information

Enter URL to Push:

Push URL

Remarks

Web Chat Information

Enter Text Message:

Send Message

Close

FIG. 90

Thank you for contacting: Your agent is:
ACME Electronics Mike Crowe

Enter URL to Push:

URL Information:

Push URL

Remarks

Web Chat Information

A: The part you ordered is out of stock.
C: Can I backorder it?

Enter Text Message:

Send Message

256

FIG. 92

Thank you for contacting: Your agent is:
ACME Electronics Mike Crowe

Enter URL to Push:

URL Information:

Push URL

Remarks

Web Chat Information

A: The part you ordered is out of stock.

Enter Text Message:

Can I backorder it?

Send Message

256

FIG. 91

FIG. 93

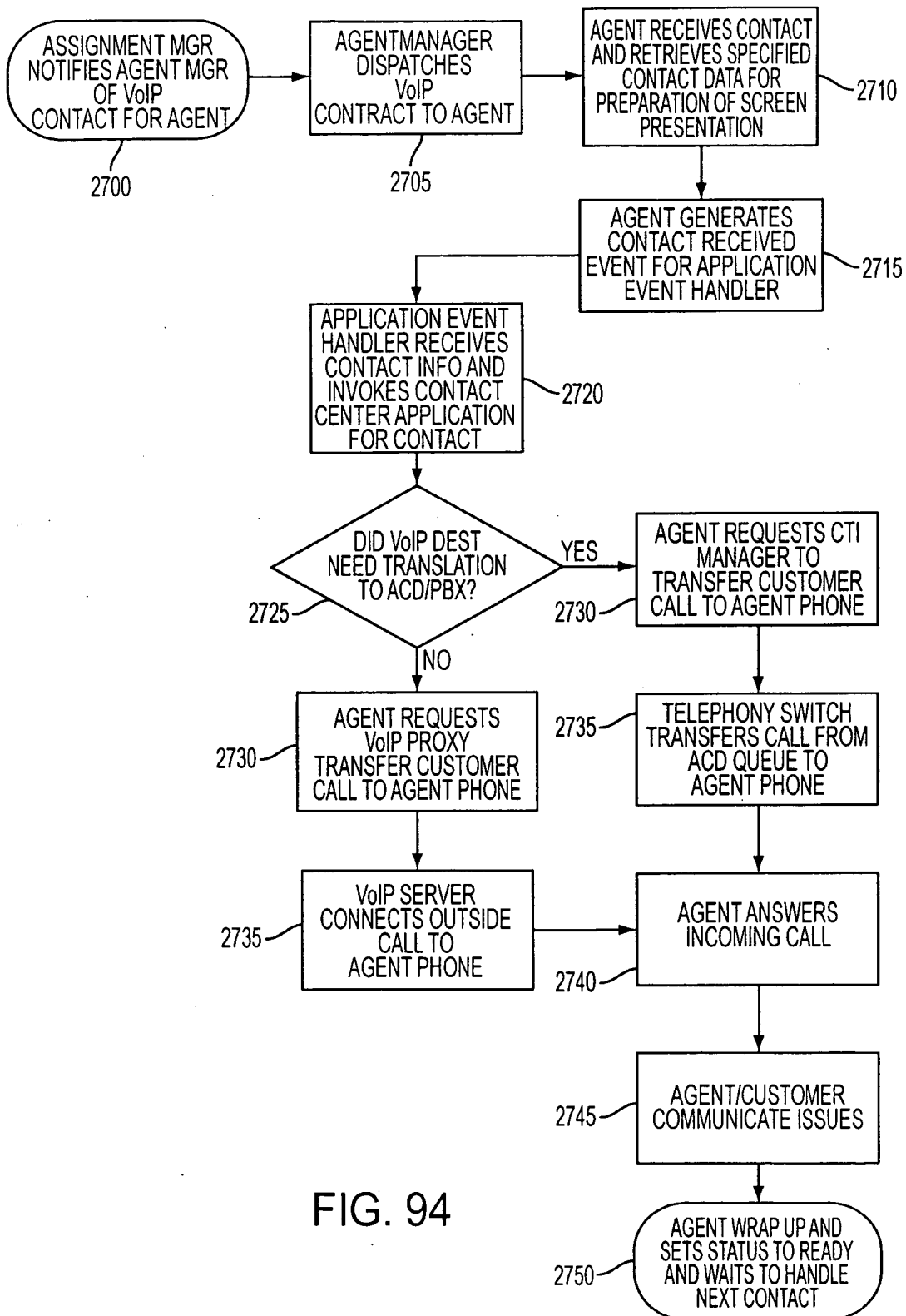


FIG. 94

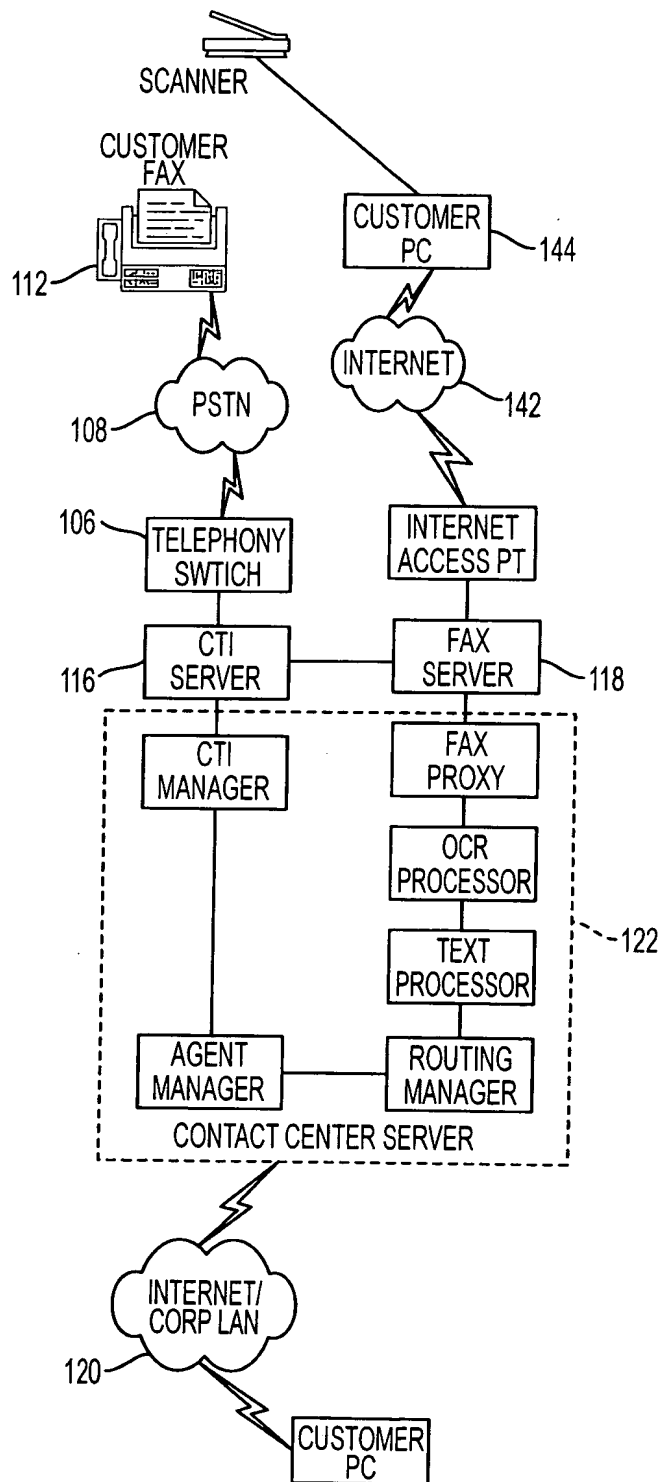


FIG. 95

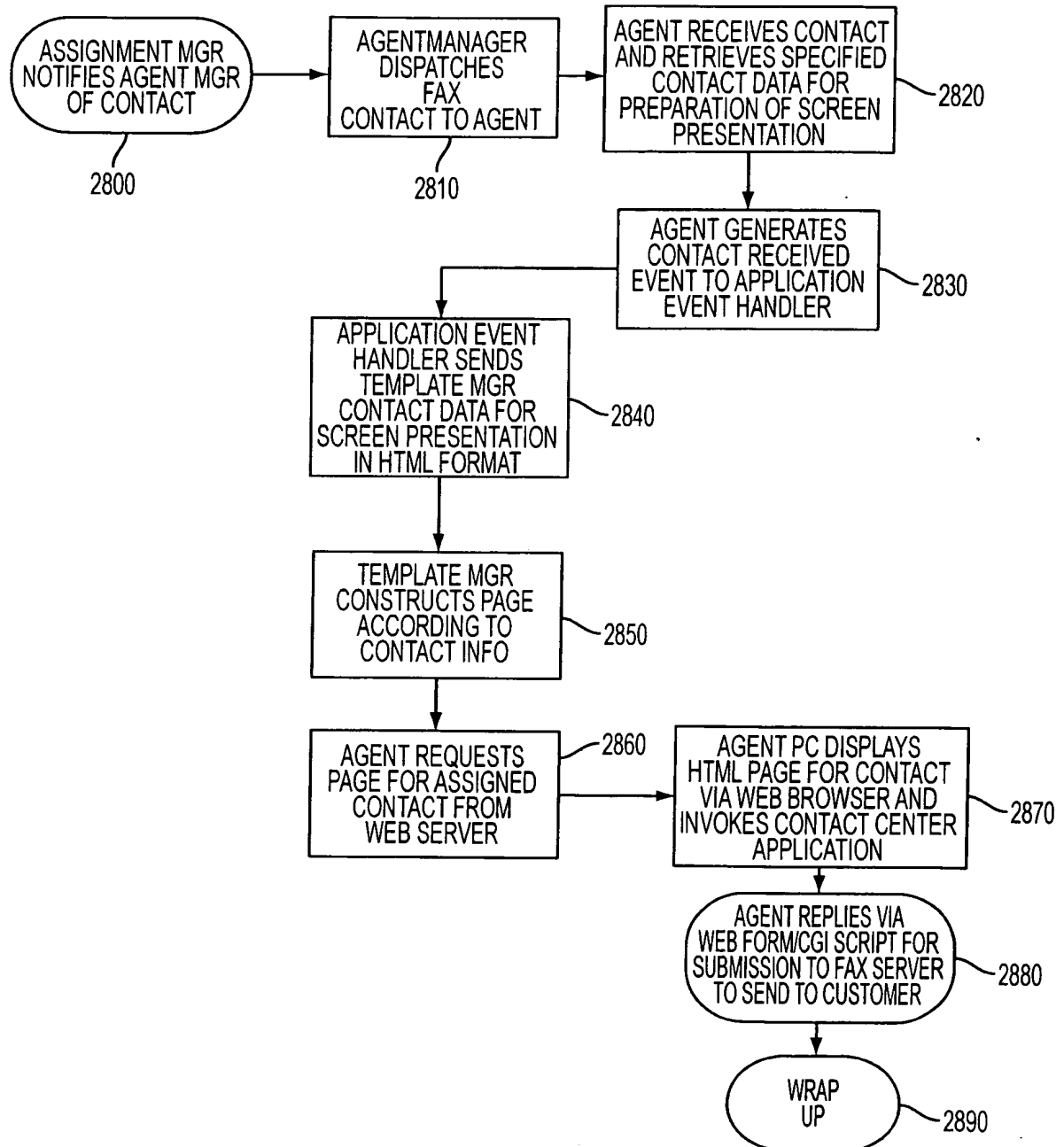


FIG. 96

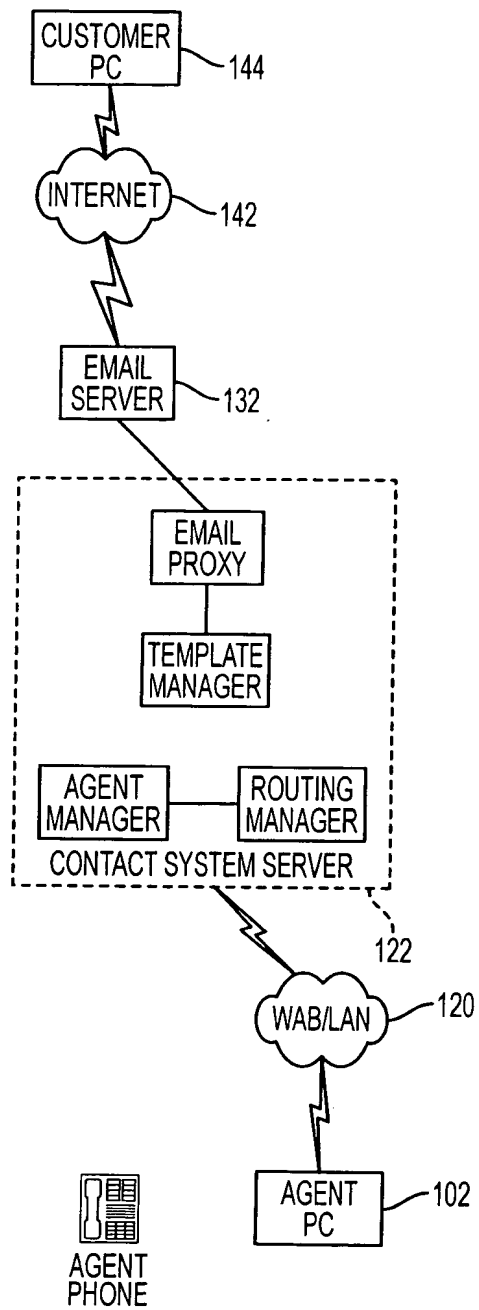
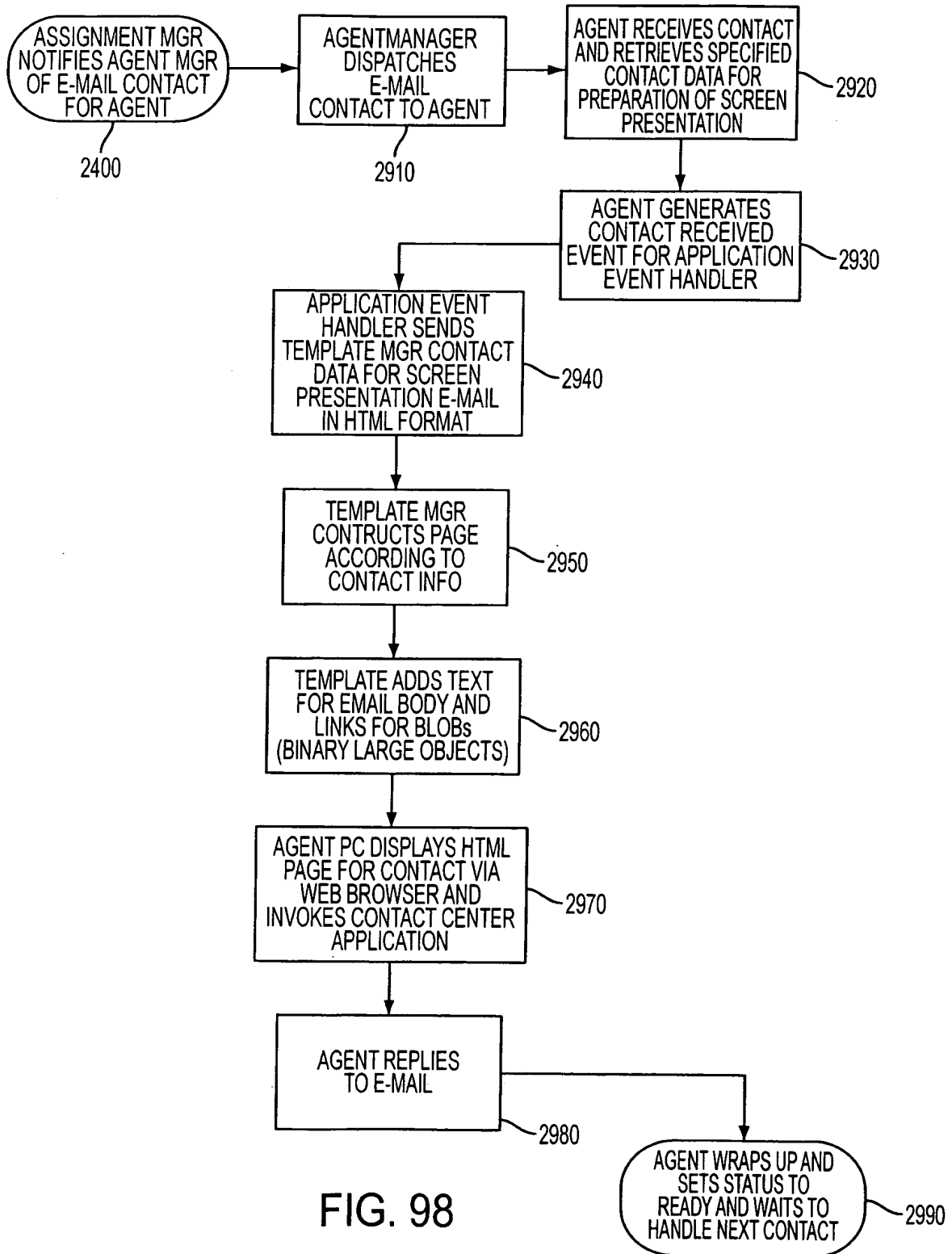
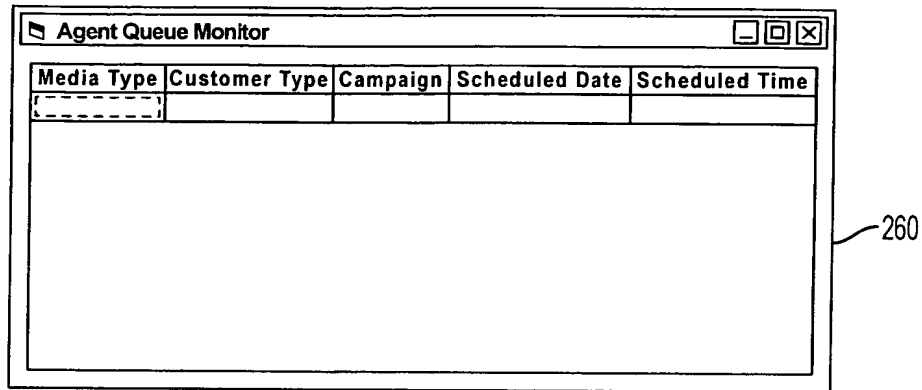


FIG. 97

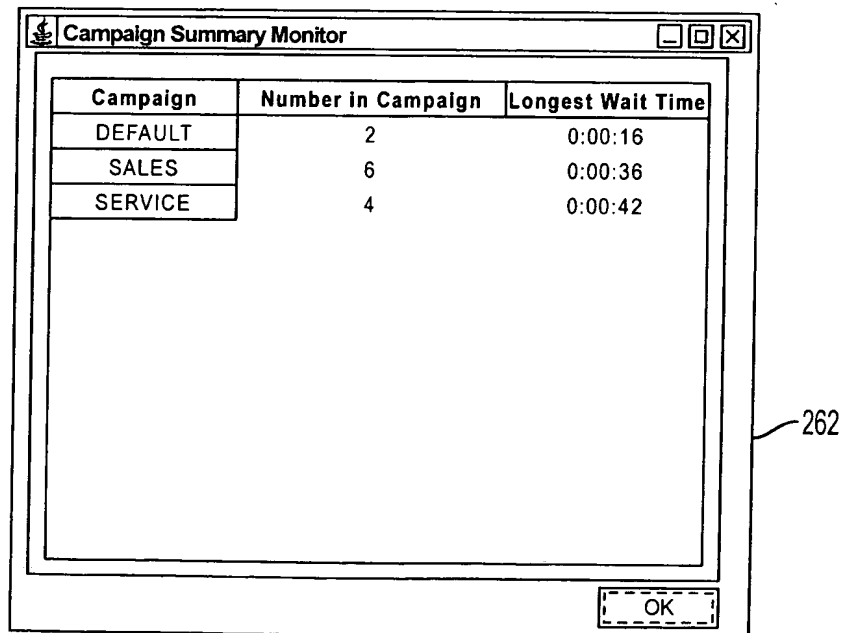




The 'Agent Queue Monitor' window features a title bar with standard window controls. Below the title bar is a table with five columns: 'Media Type', 'Customer Type', 'Campaign', 'Scheduled Date', and 'Scheduled Time'. The 'Media Type' column contains a dashed rectangular box. The table is followed by a large, empty rectangular area. A reference number '260' is positioned to the right of the window.

Media Type	Customer Type	Campaign	Scheduled Date	Scheduled Time

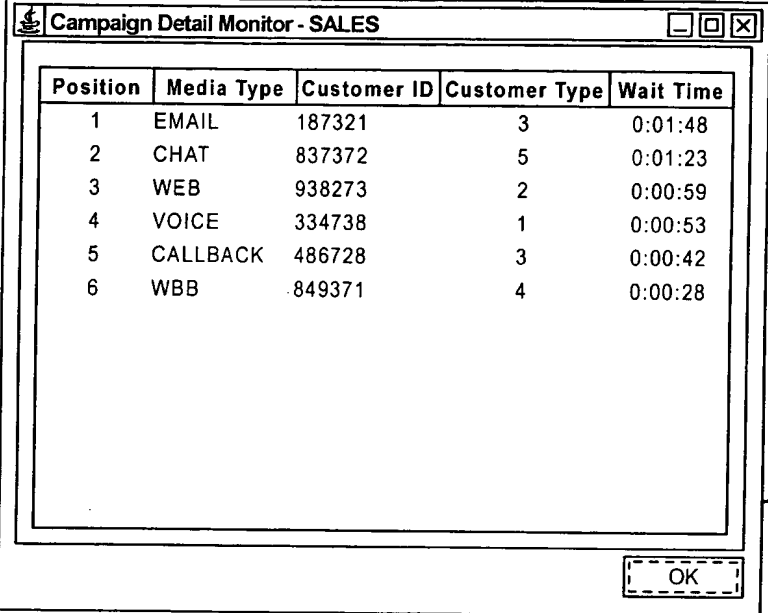
FIG. 99



The 'Campaign Summary Monitor' window has a title bar with standard window controls. It contains a table with three columns: 'Campaign', 'Number in Campaign', and 'Longest Wait Time'. The table lists three campaigns: 'DEFAULT' (2, 0:00:16), 'SALES' (6, 0:00:36), and 'SERVICE' (4, 0:00:42). Below the table is a large, empty rectangular area. An 'OK' button is located at the bottom right of the window. A reference number '262' is positioned to the right of the window.

Campaign	Number in Campaign	Longest Wait Time
DEFAULT	2	0:00:16
SALES	6	0:00:36
SERVICE	4	0:00:42

FIG. 100



Campaign Detail Monitor - SALES

Position	Media Type	Customer ID	Customer Type	Wait Time
1	EMAIL	187321	3	0:01:48
2	CHAT	837372	5	0:01:23
3	WEB	938273	2	0:00:59
4	VOICE	334738	1	0:00:53
5	CALLBACK	486728	3	0:00:42
6	WBB	849371	4	0:00:28

OK

264

FIG. 101

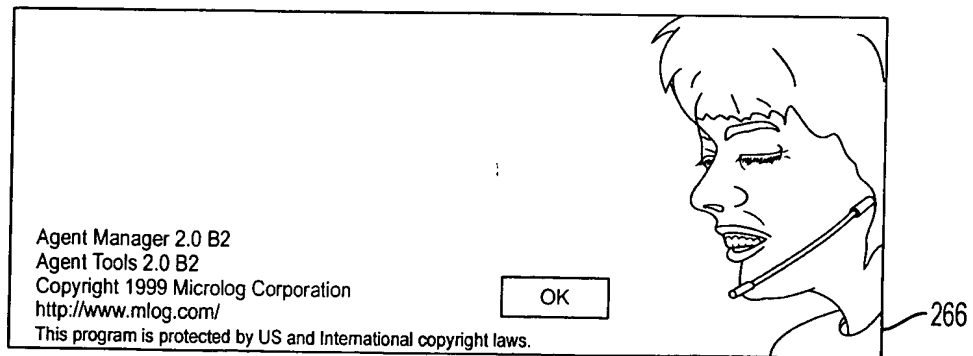


FIG. 102

XYZ Technical Support Center UniQueue Interface - Netscape

XYZ

Technical Support Center

Agent: agent1

Session

Contact

Wrap-Up

|| ?

Contact Received

Message Posted on: 1999-08-05 16:20:43

Reply

New

Last

Next

Research

Subject: _____

From: Mike Stanislaw - MikeS@supernet.com

08/05/99 16:20:43

FIG. 103

Figure 2 is a screenshot of a web-based email reply form. The form is titled "Reply Message" and includes several input fields and a large text area. The fields are labeled "Your Name:", "Your Email:", "To:", "Subject:", and a large text area for the message body. The "To:" field is pre-filled with "Mike Stanislaw" and "- MikeS@supernet.com". The "Subject:" field is pre-filled with "Re:". The "Your Name:" field is empty. The "Your Email:" field is empty. The "To:" field has a checkbox labeled "Send email" next to it. The "Subject:" field is empty. The message body area contains several lines of wavy lines, indicating a placeholder for text. A "Send Message" button is located at the bottom left of the form.

FIG. 104